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A SURVEY OF STUDENT SATISFACTION AT THE UNIVERSITY OF MALAYA LIBRARY

Report by

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Abstract: A user survey was undertaken on 28 February 2003 to obtain feedback from students in 3 areas: collection, services and facilities. The objectives of the survey were to investigate whether students use the library collection and for what purpose; to investigate whether students are aware of and use the services offered by the library; and whether students are aware of the user education programmes offered by the library. The final sample comprised 1,315 students randomly selected from various libraries within the network and residential colleges in the campus. Seven hundred and fifty one questionnaires, representing 57.11 percent were completed and returned. Findings show that a majority of the users visit the library at least once a month. The print collection of the library is still most popularly used by student, both postgraduates and undergraduates. The most prominent problem faced by students is insufficient copies of books to be borrowed. The postgraduates report that they use library materials mostly to prepare for assignments and a majority of the undergraduates use the library to study for exams. As expected the postgraduates reported a higher usage of online databases. Students have also recorded satisfaction with the various services provided by the library. With regard to the user education programs at the library, students have recorded a high awareness of the service but they do find the user education difficult to understand. This survey gives the library much leverage to prepare its collection and services to meet the needs of its students. This article only reports on the findings of two areas, collection and services. Analysis of the data on facilities and staff would be reported in another report.

Abstrak: Satu kajian kepuasan pelanggan telah dijalankan di Perpustakaan Universiti Malaya pada 28 Februari 2003, untuk mendapatkan maklum balas daripada pelajar mengenai tiga perkara: koleksi, perkhidmatan dan kemudahan. Objektif kajian ialah untuk mengkaji sama ada pelajar menggunakan koleksi di Perpustakaan dan bagi tujuan apa; untuk mengkaji sama ada pelajar menggunakan perkhidmatan yang ditawarkan oleh perpustakaan dan mengkaji sama ada pelajar sedar akan program pendidikan pengguna yang ditawarkan di perpustakaan. Sampel kajian terdiri dari 1,315 pelajar yang dipilih secara rawak dari rangkaian perpustakaan dan kolej kediaman disekitar kampus. Tujuh ratus lima puluh satu soal-selidik telah dikembalikan, iaitu 57.11 peratus. Hasil kajian menunjukkan majoriti daripada pelajar mengunjungi perpustakaan sekurang-kurangnya sekali sebulan. Koleksi bercetak merupakan koleksi yang paling popular kegunaannya di kalangan pelajar, peringkat ijazah tinggi dan juga ijazah dasar. Masalah yang paling ketara berkenaan koleksi buku adalah bilangan naskah yang tidak mencukupi bagi tujuan pinjaman. Pelajar ijazah tinggi melaporkan mereka menggunakan perpustakaan terutama sekali bagi menyediakan tugas, manakala majoriti pelajar ijazah dasar pula menggunakan perpustakaan untuk persediaan peperiksaan. Seperti yang dijangka pelajar ijazah tinggi melaporkan penggunaan pangkalan data online yang lebih tinggi. Secara keseluruhan, pelajar melaporkan perkhidmatan perpustakaan sebagai memuaskan. Walaupun pelajar melaporkan bahawa mereka sedar akan program pendidikan pengguna, tetapi mereka mendapati program ini sukar untuk diikuti. Hasil kajian ini dapat membantu pihak perpustakaan menyediakan koleksi dan perkhidmatan bagi memenuhi kehendak pelajar. Laporan ini hanya melaporkan dua aspek kajian, iaitu koleksi dan perkhidmatan. Analisa aspek kemudahan dan staf akan menyusuli dalam laporan yang lain.

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1.0 Introduction

The Library has often been described as being at the heart of the teaching-learning process and that the university is only as good as its library. Much as one would like to believe what has been written in the professional literature, the reality of the situation is far from ideal - with the library actually playing a peripheral role to teaching and learning while its importance to the academia is not reflected in the usage of the library for teaching, learning and research purposes.

The University of Malaya Library is no different from the academic libraries described above. Like most of its counterparts worldwide, it suffers from underuse. Whether or not this "underuse" is perception on the part of the librarians can only be ascertained by getting feedback from the users themselves - feedback that can be used as a means to improve library services on the basis of real needs, not perceived. Complaints had been used by the library to obtain feedback but because they focus only on certain issues that affect the users personally, they cannot be deemed to be very reliable performance indicators. Furthermore, Malaysians tend to be "passive" users and seldom complain unless extremely provoked or aggravated - making it easier for the library to assume that what is not bad news must be good news. To obtain a more reliable feedback, a user survey is necessary so that it can be used not only as a baseline for further surveys but also to enable the library to take remedial action on issues identified as "problem" areas. So, on 28 February 2003 a user study was carried out to obtain feedback from students in 3 areas: collection, services and facilities. Providing the impetus for the user survey was the MS ISO 9001:2000 accreditation undertaken by University of Malaya in 2001. The University of Malaya obtained the MS ISO 9001:2000 certification officially on 29 March 2003 although SIRIM QAS certification Panel had declared it fit on 24 December 2002. It is the only university in Malaysia that managed to obtain the MS ISO 9001:2000 for the whole university instead of on departmental or faculty basis. The scope of the certification encompasses 3 main aspects:

- a. Design and development of first degree and postgraduate education programmes
- b. Provision of first degree and postgraduate education services and related research activities
- c. Provision of related educational support services.

The University of Malaya Library was an integral component of (c). Details of the library's participation was documented in an article by the ISO Quality Manager for the Library, Cik Sossamma George in the earlier issue.

The University of Malaya's approach to the MS ISO 9001:2000 which is essentially to be assessed as an integrated whole had the full support of the library management who were convinced that any assessment of the library's role must be done in the context of the teaching-learning process and not in isolation. However, to substantiate the MS ISO 9001:2000 requirement that the Library is indeed providing the 'related educational support', evidence of library use and the effectiveness of its services, had to be obtained. This is to be gauged from user feedback via the following channels:

- a. records of user complaints and
- b. user surveys

User feedback is therefore used as a performance indicator, providing not only evidence of user satisfaction but also an indication of continual improvement measures of how successful the library's performance has been providing support for teaching, learning and research.

Taking all this into consideration, Dato' Dr. Zaiton Osman, Consultant Librarian, formed a task force consisting of six librarians: Molly Chuah, Janaki Sinnasamy; Adida Mohd. Amin; Kiran Kaur, Zanaria Saupi Udin and Mohd. Zailan Endin; and herself as the Chairperson. The task force prepared the survey questionnaire, carried out a pilot study and then a full scale study with the assistance of librarians and staff within the library network in campus.

The objectives of the survey were:

- i. To investigate whether students use the library collection and for what purpose
- ii. To investigate whether students are aware of and use the services offered by the library
- iii. To investigate whether students are aware of the user education offered by the library

2.0 Research Questions

2.1 Collection

- (i) Do the students use the library collection and for what purpose?
- (ii) Are students provided with reading lists and are the items available at the library?
- (iii) What problems do the students face with the book collection?
- (iv) Do the students use the online databases?
- (v) What problems do the students face using the online databases?

2.2 Services

- (i) Are the students aware of the various services offered by the library?
- (ii) Are the students satisfied with the library services?
- (iii) Have they used the Inter Library Loan service?
- (iv) Have they used the Document Delivery service?
- (v) Do they find the reference librarian helpful?

2.3 User Education

- (i) Have they attended the Information Skills (IS) course for first-year undergraduates?
- (ii) Have they attended the Information Skills session for postgraduates?
- (iii) How useful was the Course or Sessions?

2.4 Staff & Facilities

What improvements would the students suggest in relation to library staff, facilities, equipment, environment, collection and services?

3.0 Methodology

An initial survey design using a 14 item questionnaire was carried out as a pilot study on 24 December 2002. A number of 100 respondents at the main library were asked to answer the questionnaire and responses were collected before they left the library. Analysis of the results showed that the questionnaire was too general to be of use and that complaints were focused on 2 areas: 'Collection' and 'Services'. Bearing this in mind that more in-depth feedback was necessary, some relevant changes were

made to the instrument and a survey design using a 15-item questionnaire structured under three broad categories was employed for the final study. Section one was formulated to collect data on the personal details of the respondents, while section two sought data on the use of the collection and section three collected data on the use of the services.

The final survey was undertaken on the 28 February 2003. The sample comprised 1,315 students randomly selected from various libraries within the network and residential colleges in the campus. Seven hundred and fifty one questionnaires, representing 57.11 percent were completed and returned.

4.0 Findings

4.1 Profiles of Respondents

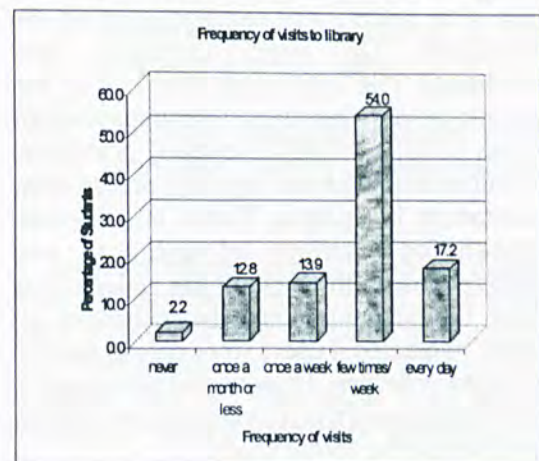
The number of respondents to the questionnaires from various library sites and campus colleges is given in the table below. They are made up of two categories: (i) the undergraduates (82%) and (ii) the postgraduates (18%). Overall, the make up of the respondents represented a reasonable cross-section of users in the campus.

Table 1 : Breakdown of respondents

	Total Numbers	Percent
Undergraduates	592	78.83
Post graduates	128	17.04
Sub-Total	720	95.87
Missing	31	4.13
Total	751	100

4.2 Frequency Of Visits To Library

Figure 1 : Frequency of visits to library



With regard to the frequency of visits to the library, the chart above (Figure 1) shows that the majority visit the library (97.9%) at least 'once a month or less', 67.9% visit at least once a week, (54%) visit a few times a week, and 17.2% visit the library every day.

4.2.1 Discussion and Action

On the whole the findings are encouraging, especially since 71.2% of the respondents visit the library a few times a week. However, the low percentage of 17.2% who visit the library every day is disappointing because it does not reflect the centrality of library usage in learning. Bearing in mind that books prescribed for use by students are normally deposited at the library, a higher percentage is expected of those who visit 'every day', especially since one of the two quality objectives for the library is to provide 80% of the reading materials for core and elective courses. Bearing in mind too that the library has 'done its job' by fulfilling this quality objective, either the majority of the students have no need to refer to the prescribed texts or they have alternative sources. The questions that need to be asked in relation to the findings above are:

- (i) Is it important that the user visit the library?
- (ii) Is it important for a user to visit the library frequently?
- (iii) How frequent is 'frequent'?
- (iv) Does frequency equal usage?

With the advent of the Digital Library, it has often been said that as long as the library collection can be accessed on-line there is no need for a user to physically visit the library frequently. After all, the collection is being used, albeit remotely. But are the electronic databases the only source of information for learning and what about the other role of the library which is to encourage reading outside the curriculum? Or even browsing and serendipity? The traditional concept of the library is to provide a learning environment whereby the user is not confined to certain prescribed texts but be exposed to a comprehensive array of literature in various forms and format, transcending barriers of subjects and specializations. In the case of the University of Malaya, the richness of its print collections will be sadly neglected if users were only to depend on its digital collection. However the next question was to find out what type of materials are actually being used by the library users.

4.3 Utilization Of Library Materials: By Type Of Materials

Respondents were asked about usage of library materials and Table 2 displays the findings. Printed books were most heavily used (83.8%) followed by newspapers (75.6%), reference materials (55.7%) and printed journals (48.5%). The electronic collection (books and journals in online and CD-ROM format), audio visuals and microfilms represent the least used materials.

Table 2 : Utilization of library materials by type of materials

Type of Materials	No of Students	Percentage (%)
Printed books	629	83.8
Newspapers	568	75.6
Reference Materials	418	55.7
Printed journals	364	48.5
Exam Papers	358	47.7
Leisure Books	338	45
Red Spots	310	41.3
Theses	283	37.7
E-Journals (Online)	210	28
E-Books	60	8
Books in CD-ROM	56	7.5
Journals in CD-ROM	53	7
Audio Visuals	31	4.1
Microfilms	21	2.8

4.3.1 Discussion and Action

The findings in Table 2 show that electronic materials (together with microfilms and audio-visual materials) are least-used by the respondents, a case of double jeopardy will arise where students will use neither electronic materials nor print materials extensively. What can the library do in this case. Basically by encouraging resource-based teaching and learning. To do this, the most logical step for the library to take is to promote library use among lecturers. If lecturers emphasis resource-based teaching strategies (whether via talk-chalk, problem-based learning, project based learning, etc.) and ensure that their students too practice resource-based learning, library use will be central to the teaching and learning process.

Since this survey is the first ever undertaken by the library, it is not possible to know if the

figures for newer services such as online journals and e-books represent static or growing numbers. Subsequent surveys should be undertaken to see if these numbers differ as technology becomes more central to the curriculum.

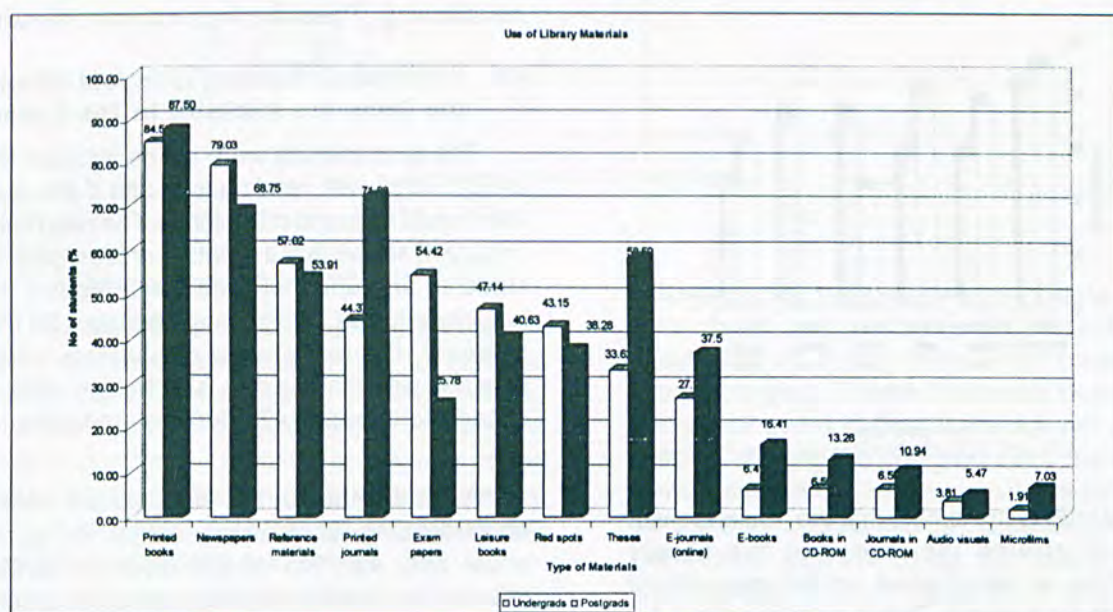
4.4 Utilization Of Library Materials – by Types Of Users

The data obtained from the materials used, was cross tabulated against the two group of students, postgraduates and undergraduates. As can be seen in Figure 2:

4.4.1 Discussion and Action

The findings above have serious implications for the library's acquisition policy, especially since the findings have shown that electronic resources are hardly being used by both postgraduates and undergraduates. It cannot be denied that the library has spent millions of ringgit on electronic resources (estimate of RM1.6 million in 2003) only to find that they are not being used by the majority of users! How should the library react? Cancelling subscription is definitely not the solution for the reasons below:

Figure 2 : Use of library materials among postgraduates and undergraduates



- i. The majority of respondents (both undergraduates and postgraduates) use print resources more than electronic resources.
- ii. Among the minority using electronic resources, postgraduates use them more than the undergraduates.
- iii. Microfilms and audio-visual materials are the least used by both the postgraduates and undergraduates, although more postgraduates use this collection than the undergraduates.
- iv. Among the electronic resources, e-journals are more used than e-books or CD-ROM format by both postgraduates and undergraduates

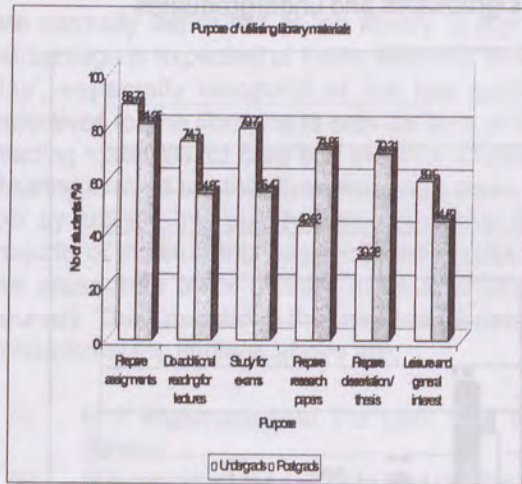
- i. Most journals are now published in electronic format
- ii. Storage space for print journals is insufficient
- iii. Users must be exposed to the 'best practices' in librarianship
- iv. Electronic databases provide current information & serve as global gateways to information.

Logically, the best action to take is to promote usage via developing information skills among users. This will enable the users to access not only University of Malaya's electronic resources, but also allow them to be able to access and retrieve information from the world's information databases.

4.5 Purpose Of Utilizing Library Materials

When asked about the purpose of using the library materials listed in Figure 3, the majority of the undergraduates and postgraduates indicated that they use the materials 'to prepare their assignments' (88.73%, 81.25%). For undergraduates, 'study for exams' (79.72%) and 'additional reading for lectures' are next most important reasons for using library materials. For postgraduates, 'study for exams' (71.88%) and 'prepare dissertation / theses' form the next most important reasons (70.31%).

Figure 3: Purpose of utilizing library materials



It is interesting to note that the reasons given by both groups indicate that the library collection is being used by the majority of students for learning. This is good feedback for

the library and together with the loans statistics should be testimony to the fact that the library collection is on the whole relevant for assignments, exams, lectures, preparation for theses.

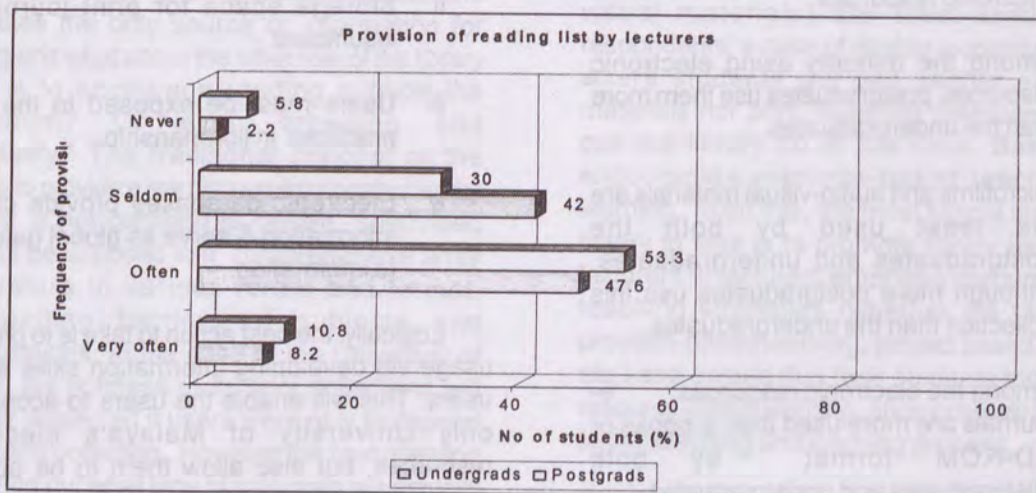
It is also interesting to note that the library collection is also used for reading for leisure and general interest by both undergraduates (59.9%) and postgraduates (44.5%). These are relatively high percentage and reflect usage of the "free-range reading materials" as well as other non-curriculum reading materials. It cannot be denied that these findings bring great relief to the library because it has long been assumed that the main reason why students use the library is not for its collection, but for the mere comfort of its air-conditioning. These findings indicate otherwise.

4.6 Provision Of Reading Lists And Whether the Items Are Available in The Library

The respondents were asked whether they are provided with reading lists and if the items listed could be found in the library. The chart below (Figure 4) shows that a greater percentage of the students are 'often' provided with reading lists (undergraduates, 64.1%, postgraduates, 55.8%). However, the percentage of students 'rarely' provided with reading lists is quite high; 30% for undergraduates and 42% for postgraduates.

As to whether or not students are able to obtain reading list materials, results in Figure 5 show only 49.79% of the undergraduates answered in the affirmative compared with a higher percentage of postgraduates (63.1%).

Figure 4 : Provision of reading list by lecturers

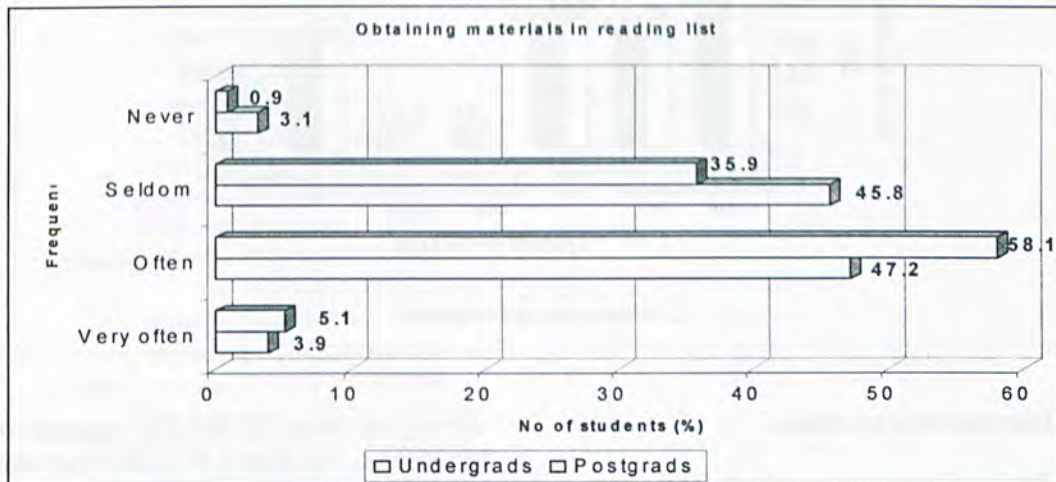


In comparison very small percentages (3.99, 5.1%) are recorded for 'very often' and (3.1%, 0.9%) for 'never'. Percentages for 'seldom' register at 45.8% for undergrads with 35.9% for postgraduates.

4.7 Problems Faced By Students With The Book Collection

Students were asked about problems they face with regard to the book collection. Figure 6

Figure 5 : Obtaining Materials in reading list



4.6.1 Discussion and Action

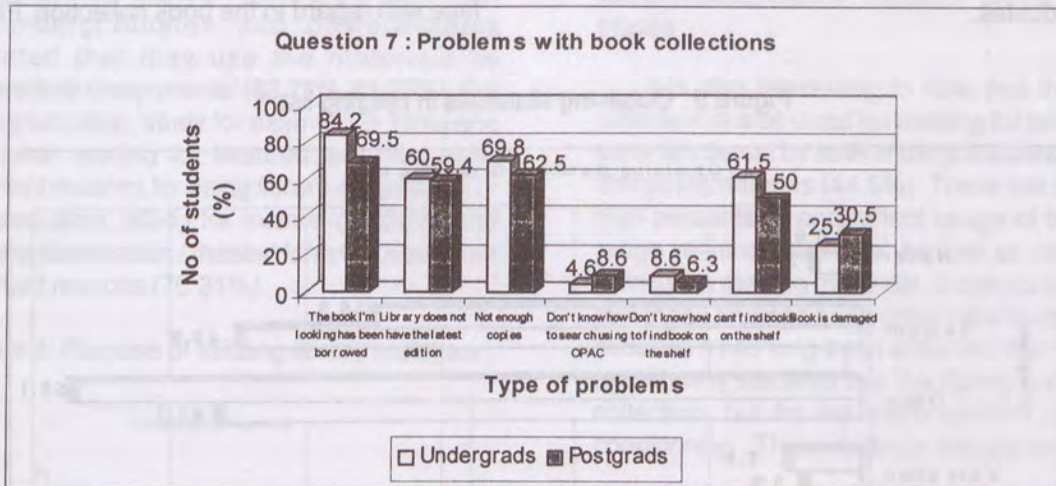
Providing the library with students reading lists is important because the library will not be in the position to provide materials for students' learning unless the lecturers provide details of prescribed texts for purchase. The onus, however, is on the lecturers to submit their orders 6 – 9 months before the course begins so that prescribed texts are available when the course begins.

Overall, these findings are not very good for the library because they indicate that the library is unable to provide the majority of the students with the materials prescribed in the reading lists. The reasons for this can be attributed to:

- Materials listed in the reading list have not been submitted to the library for purchase.
- The reading lists were not submitted early enough for the library to purchase and process in time for the course. It takes 6 – 9 months for books to arrive from USA, UK or Australia. A knowledge of the time frame is important to ensure that books for the relevant courses be available before the courses begin.

shows that the main problem as indicated by the majority of undergraduates (84.2%) is that the book 'they are looking for has been borrowed by someone else'. The next problem indicated by 69.8% of users is that 'there are not enough copies'. Among the postgraduates, the same 2 problems are faced by the majority, 69.8% stating 'not enough copies' and 69.5% stating the 'book as been borrowed by someone else'. Surprisingly, problems related to knowledge of retrieval systems did not pose the least problem to both sets of users. Problems such as 'Don't know how to search using OPAC' and 'Don't know how to find book on the shelf' are relatively low (4.6% for undergraduates, 8.6% for postgraduates; 8.6% for undergraduates and 6.3% for postgraduates).

Figure 6 : Problems with book collections



4.7.1 Discussion and action

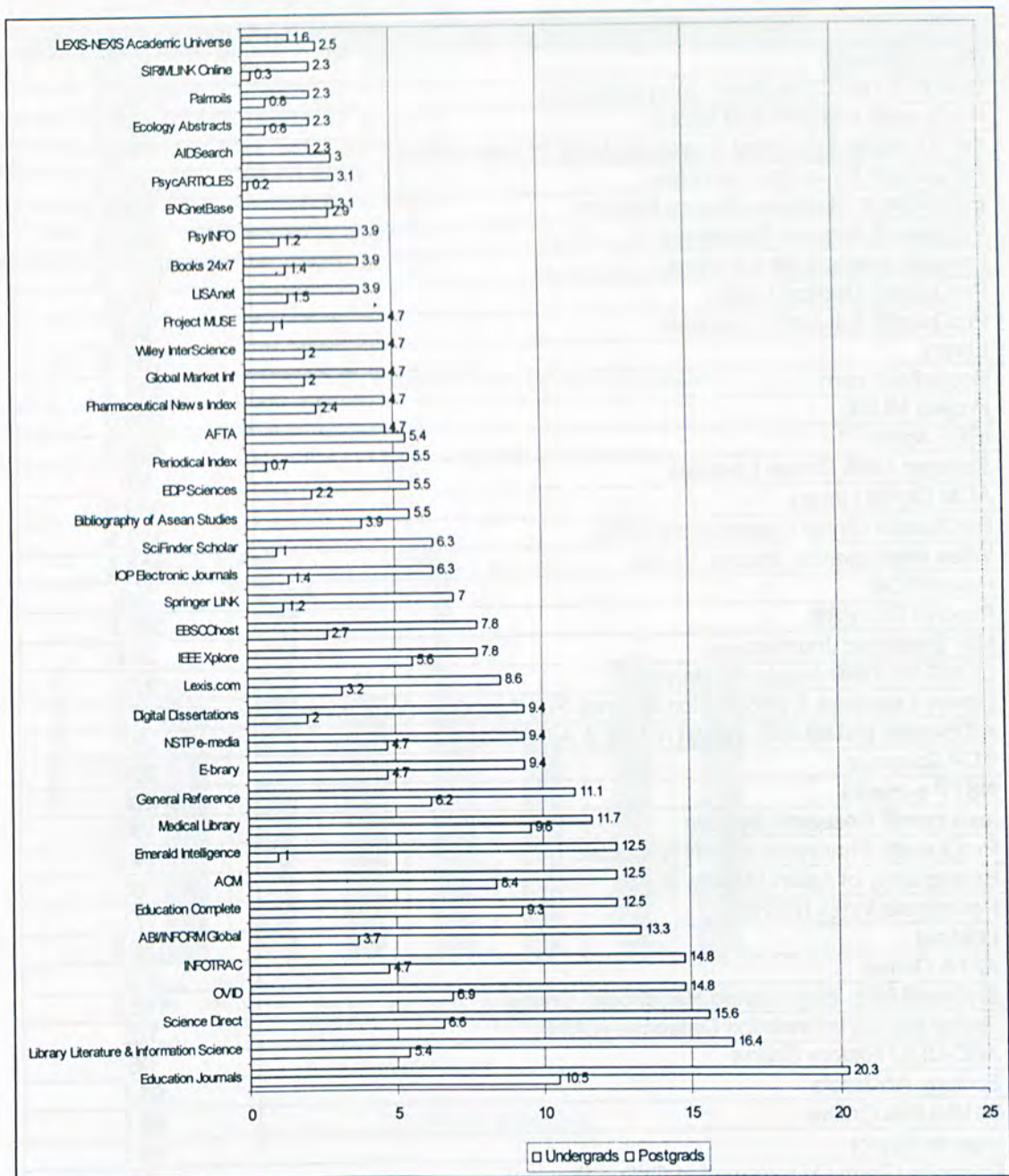
The feedback from the majority of users seem to indicate that insufficient copies of books are made available to both undergraduates and postgraduates. This has far reaching implications for the library's acquisitions and financial policies. Issues such as (i) how many copies should be purchased for core titles (ii) should the number of copies purchased depend on the number of students taking the course (iii) should a greater allocation be spent on the monograph collection rather than the e-journals and a host of other issues must be discussed if these problems are to be solved. Apart from the policies, the role of the Resources Development and Management Division must also be reviewed. Should the Resources Development and Management Division merely assume the role of a "bookshop" where orders are processed or should it play a more dynamic role in collection development. There obviously must be a mechanism that will

involve the library to strike a rapport with the faculties so that details of student population or whether the course is a core course or elective can be made known to the library to enable the Resources Development and Management Division to formulate sensible acquisitions policies. At the operational level, the library should make efforts to assess books that are popular and often requested by users so that additional copies can be purchased immediately to meet with the demands. Extra copies should also be placed at the Red Spot collections so that more users can get access to books that are much needed.

4.8 Usage of online databases

The next chart (Figure 7) shows the usage of each online database as indicated by the respondents in the survey form. The results are displayed for the two groups, postgraduates and undergraduates.

Figure 7 : Use of Online Databases in descending order



It clearly show that postgraduates appear to be using online databases more than undergraduates with ProQuest Education Journals heading the list (20.3% for postgraduates and 10.5% for undergraduates), followed by Library Literature & Information Science (16.4% for postgraduates and 3.4% for undergraduates) and followed by Science Direct (15.6% for

postgraduates and 6.6% for undergraduates).

Table 4 shows statistics taken from Umlib Interaktif (a web site by the library to provide interactive services) on the average frequency of users' access in the month of January and February 2003.

Table 4 : Online Databases Access

Database Title	Total no. of access
ScienceDirect®	2958.5
Ovid Full Text Collections: Journals@Ovid	2390.5
ProQuest® ABI/INFORM Global	2130.5
INFOTRAC® Expanded Academic ASAP™ International	1796
ProQuest® Education Complete	1600.5
EBSCOhost: Business Source Premier	1506
ProQuest® General Reference	1436.5
Emerald Intelligence + Fulltext	1267.5
ProQuest® Medical Library	1023
ProQuest® Education Journals	985
Ebrary	786.5
Books24x7.com	531.5
Project MUSE	508.5
IEEE Xplore™	465.5
Springer LINK Online Libraries	457
ACM Digital Library	380.5
ProQuest® Digital Dissertations (UMI)	333.5
Wiley InterScience: Journal Finder	326.5
PsycINFO®	326
PsycARTICLES®	300.5
IOP Electronic Journals	298
LEXIS-NEXIS® Academic Universe	279
Library Literature & Information Science Full Text Only (WilsonWeb)	257.5
AIDSearch (AIDSLINE, AIDSTRIALS & AIDSDRUGS)	227
EDP Sciences	209
NSTP e-media	208
lexis.com® Research System	196
ProQuest® Pharmaceutical News Index	194.5
Bibliography of Asian Studies (BAS)	185
Periodicals Index (PERIND)	173
LISAnet	156.5
AFTA Online	155
ENGnetBASE: Engineering Handbooks Online	112.5
Global Market Information Database (GMID)	102
ABC-CLIO History Online	96
Ecology Abstracts	93.5
SIRIMLINK Online	86.5
Ingenta Select	44.5
Palmoilis (Palm Oil Information Online Service)	24
JetFM	20
AccessUN	3

Contrast to the findings of the study, records of actual access to online databases (Table 4) reveal that Science Direct, Ovid and Proquest @ABI/Inform Global are the top three online databases most accessed. This could arise from the background of the majority of respondents

in this study. Of greater significance is the finding that the majority of the databases are not heavily used. Again it is stressed that the library has to take steps to promote usage of online databases.

4.9 Problems with online databases

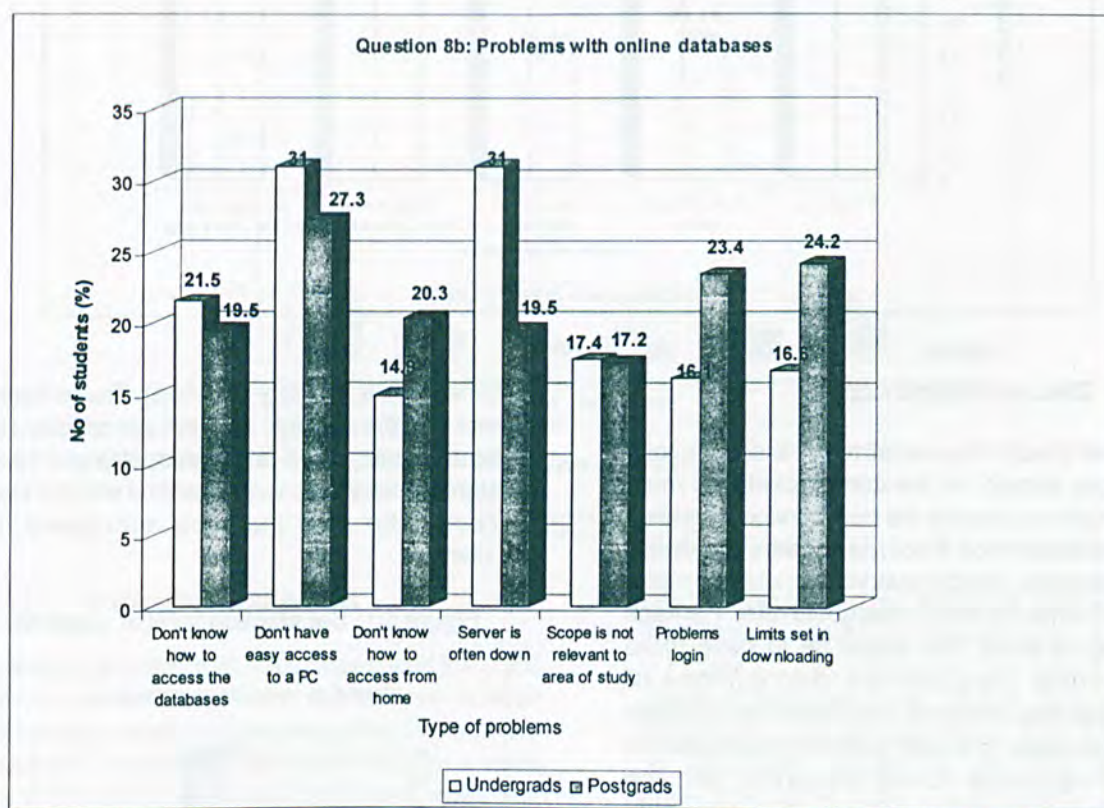
The chart below (Figure 8) shows problems faced by students with online databases with 'Don't have easy access to a PC' and 'Server is often down' were the problems cited most frequently by the undergraduates at 31%. Postgraduates indicated that 'Don't have easy access to a PC' (27.3%), 'Limits set in downloading' (24.2%), 'Problems in Login' (23.4%) and 'Don't know how to access from home' (20.3%) as the top four major problems

downloading capabilities and to explore the reason behind problems in logging in to the web to access the databases. An easy step-by-step guide could also be placed in the web page to inform the users how access to the online databases can be made from remote access or home.

4.10 Awareness Of Services Provided

The chart below (Figure 9) shows a high degree of awareness of loan facility mainly with undergraduates at 94.19% and postgraduates at

Figure 8 : Problems with Online Databases



with online databases. It can be speculated that problems using online are related to technical difficulties, for example, no access to PC, server is often down, downloading limitations and login problems.

4.9.1 Discussion and Action

Remedial action should be taken to explore further the problems cited above. Perhaps more remote access should be allowed, better server, flexible

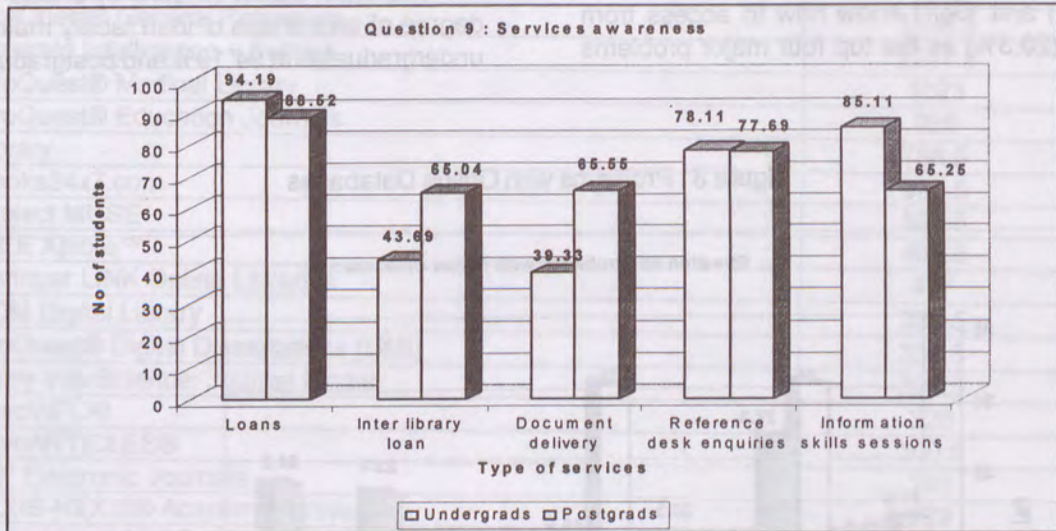
88.52%. Reference Desk Enquiries were rated second at 78.11% by undergraduates and 77.69% by postgraduates. It could be said that postgraduates are more aware of the services provided by the library than undergraduates. This could be due to the nature of their study which incorporates more 'resource based learning'.

There is also a higher degree of awareness among postgraduates than undergraduates except for Information Skills which is logical since undergraduates are required to take GXEX 1401: Information Skills Course as part of the requirement to graduate.

4.11 Satisfaction with the loans service

The chart below (Figure 10) shows the satisfaction level of students with regard to the loans service. Overall, the results indicate that 86.8% users are satisfied with the services (77.1%

Figure 9 : Services Awareness

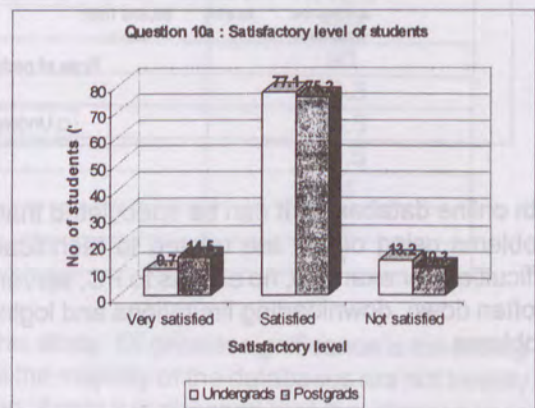


4.10.1 Discussion and Action

Even though the overall result is satisfactory, the library should not be complacent and must always strive to provide the best service. And what is 'excellent service' if not many users are aware of its existence. Hence, everyone should be made aware of what the library has got to offer. Perhaps one way of doing this would be to have more promotional programmes, distributions of pamphlets and notices to alert users and increase their awareness. The best method of course would be to incorporate library resources with the learning and teaching process, but this would depend very much on library-faculty collaboration. One such strategy would be problem-based learning implementation with the librarian as a resource provider or co-facilitator.

satisfied and 9.7% very satisfied). These figures reflect that the majority of users are satisfied but there are about 13.2% undergraduates and 10.3% postgraduates who are not satisfied with the loans service. The next question addressed this problem.

Figure 10 : Satisfaction level of students



4.12 Problems With The Loans Service

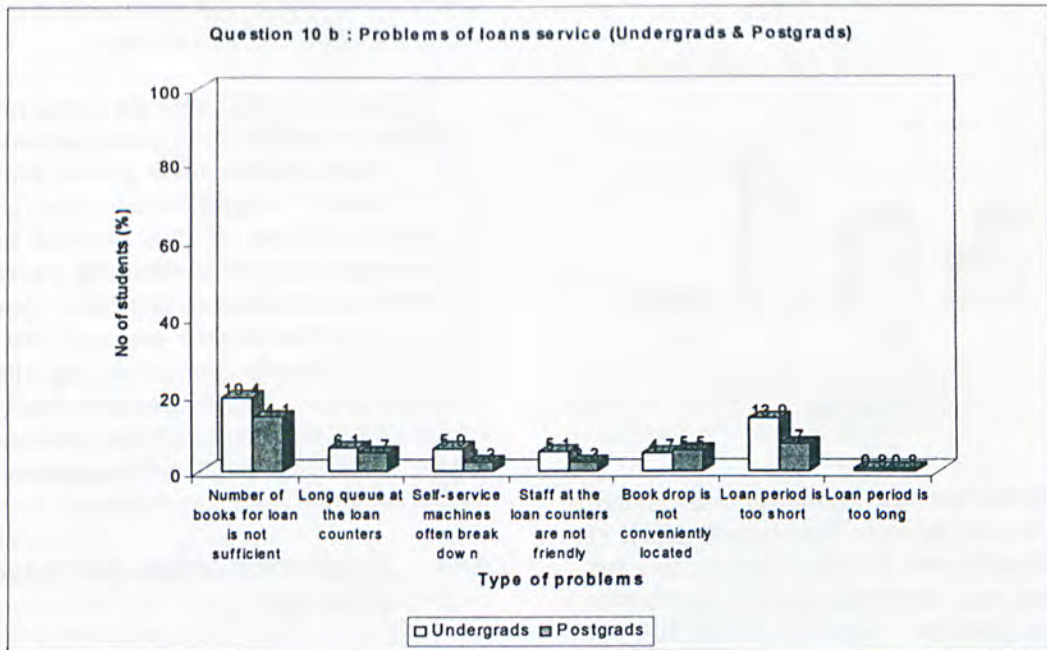
When asked to indicate the problems that they have in relation to loans service, the chart below (Figure 11) shows that the problems faced by users are 'number of books for loan is not sufficient' at 19.4% by the undergraduates and 14.1% by the postgraduates. Second top in rank was 'loan period is too short' by undergraduates at 13.9% and 7% by the postgraduates.

Unless the above are acted upon, the problems related to the collection will continue to be a 'sore point' with users.

4.13 Inter Library Loan and Document Delivery

The survey then asked respondents whether they have used the Interlibrary Loans (ILL) and the Document Delivery Services (DD). Both these

Figure 11 : Problems of loans service



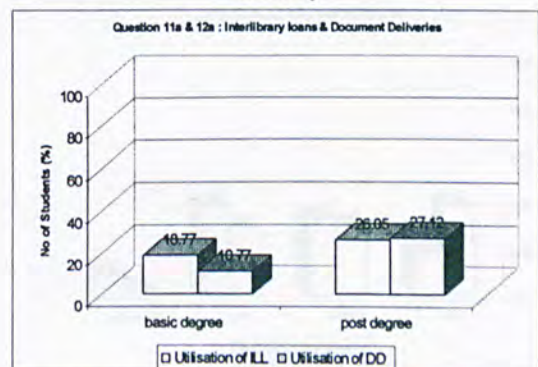
4.12.1 Discussion and Action

Generally the students are satisfied with the loans service at the library. There are however a small percentage of students stating that the 'number of books for loan is not sufficient' calls for a need for the library to increase its printed collection, especially books. This is supported by the finding in Question 7. It indicates two things :

- The printed monograph collection is deficient and steps should be taken to investigate the problem and remedial actions to be taken.
- The library's acquisition policies to be reviewed and a study undertaken by Resources Development and Management Division to further investigate the problems faced by users.

services are offered to undergraduates who are in their final year and postgraduates only. As shown in Figure 12, the postgraduates record a higher usage of these services, 26.05% have used the Interlibrary Loan service and 27.12% have used the Document Delivery service. Only 18.77% of undergraduates have used Interlibrary Loan service and 10.77% have used the Document Delivery service.

Figure 12 : Interlibrary Loan & Document Delivery



The survey further addressed the issues of the effectiveness of the service provided. The chart below (Figure 13) shows the frequency of successfully obtaining the requested ILL among respondents. It can be seen that the frequency is not substantially high with 3.06% for undergraduates and 5.13% of postgraduates claiming they 'very often' get the materials and 35.71% of

Figure 13 : Successful Acquisition of Requested ILL items

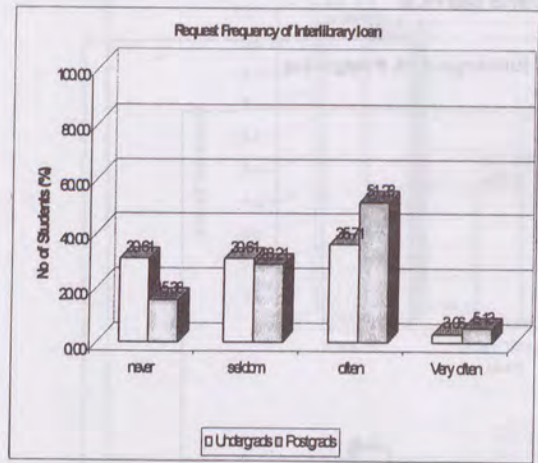
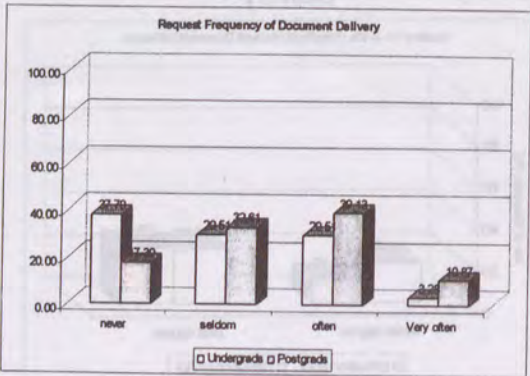


Figure 14 illustrated frequency of Document Delivery request being fulfilled, where 3.28% of undergraduates and 10.87% of postgraduates stating that they 'very often' get the items that they requested while 29.51% of undergraduates and 39.13% of postgraduates stated that they 'often' get the items that they have requested from the Document Delivery service. Nevertheless, the number of users who claimed seldom and never managed to get any item from the Document Delivery service is quite high at 29.51% for undergraduates and 32.61% for postgraduates for 'Seldom'; and 37.70% for undergraduates and 17.39% for postgraduates for 'Never'.

Figure 14 : Request Frequency of Document Delivery



4.13.1 Discussion and action

As only undergraduates in their final year are allowed to use both ILL and DD services, it would explain the low number of usage among undergraduates. As for the postgraduates, based on the earlier question on awareness of these services, almost 65% of postgraduates are aware of these services, therefore a low percentage of utilization could be explained by concluding that users only utilize ILL and DD if they could not locate the materials within the library collection. It can be speculated that most users could find what they need from the library and so the need to use ILL and DD does not arise.

Further studies may be conducted to investigate why 30.61% of undergraduates and 38.6 % postgraduates never got the items they had requested. It might be significant to study the effectiveness of this service and its contribution to research and learning. It would also be ineffective and disappointing if the possibility of delivering the articles are very low. More importantly, these findings reflect the efficiency of the Document Delivery Services offered. It is important that the Client Services Division keeps track of unfulfilled request and the reasons for this so that remedial steps can be taken.

4.14 Assistance Given By Reference Librarians

Students were then asked whether they find the reference librarians helpful or otherwise. Figure 15 show that 67.37% undergraduates and 69.33% postgraduates answered in the affirmative.

Figure 15 : Reference Desk Librarians

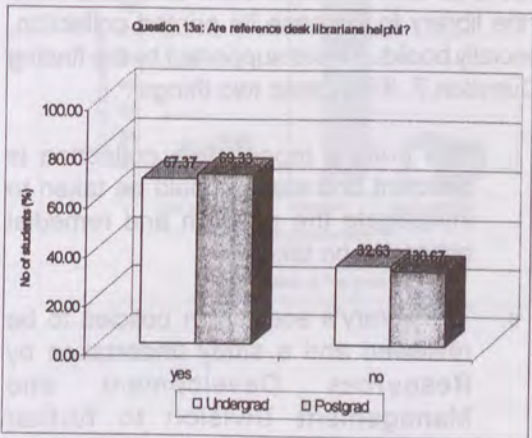
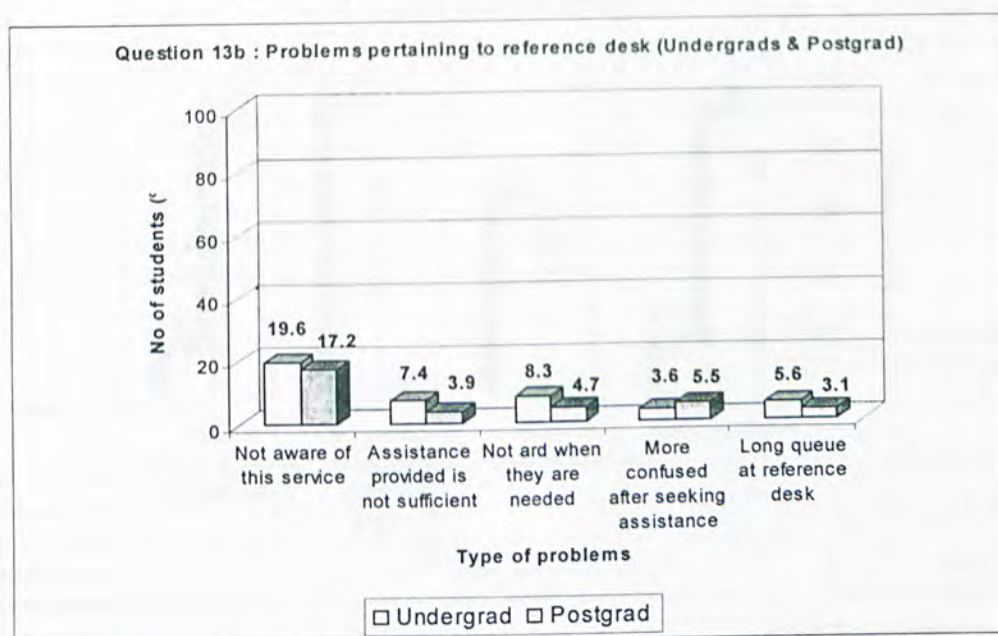


Figure 16 : Problems pertaining to reference desk



When asked to indicate problems that they might face when seeking help from the reference desk librarians, the chart above (Figure 16) lists problems faced by the users when they were using the reference desk. 19.6% of undergraduates and 17.2% of postgraduates said that they were not aware of this service while 8.3% of undergraduates and 4.7% of the postgraduates claimed reference librarians were not around when they were needed.

4.14.1 Discussion and Action

The majority of the respondents seem to find the reference librarians helpful. Nevertheless, the service can be improved as the number of respondents who are not pleased with it are quite high.

Since the number of users who are not aware of this service is quite high, steps should be taken to increase the percentage awareness among users. One suggestion would be to get a bigger and bolder signage directing users to the reference desk or relocating the desk to a more prominent site so much so that users would not fail to notice

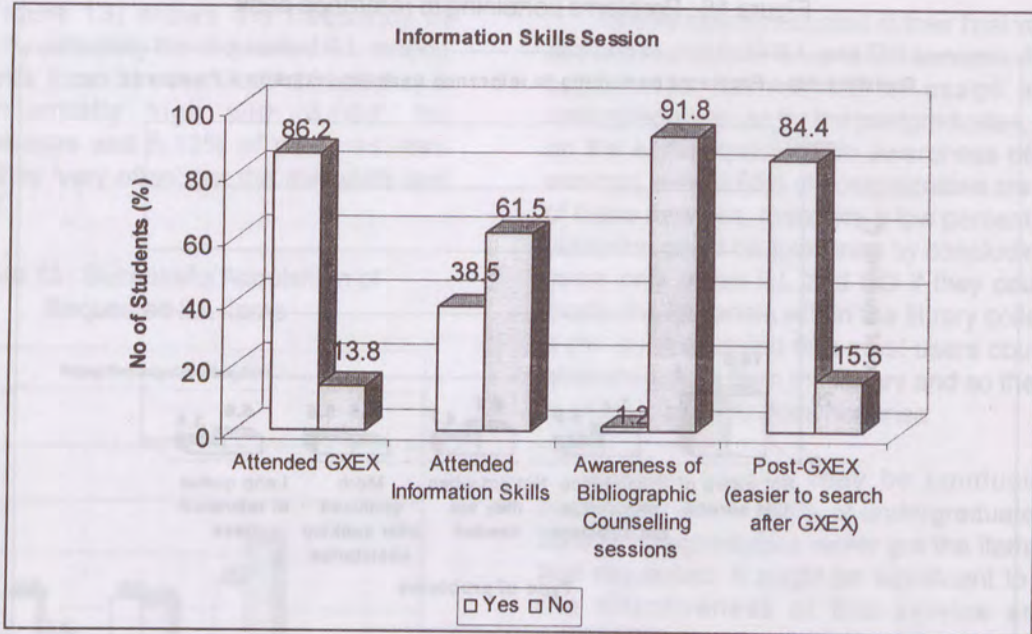
its presence. In the Main Library, it is already in such a "central" site. Perhaps the other branch libraries have to look into this.

4.16 User's Awareness Of The Information Skills Course / Session

The survey then asked respondents to indicate whether they had attended any of the Information Skills sessions held by the library, were aware of Bibliographic Counseling services provided by the library for final year students and whether they found the sessions of any use or effective.

From the chart (Figure 17) it can be seen that majority of the respondents had attended either GXEX 1401 (86.2%) or the Information Skills session (38.5%). Many of them also found that it was easier to search for information after attending the course / session (84.4%). However, awareness of the Bibliographic Counseling session was rated the lowest with 91.8% of the respondents who are unaware of the service provided by the library.

Figure 17 : Information Skills Session



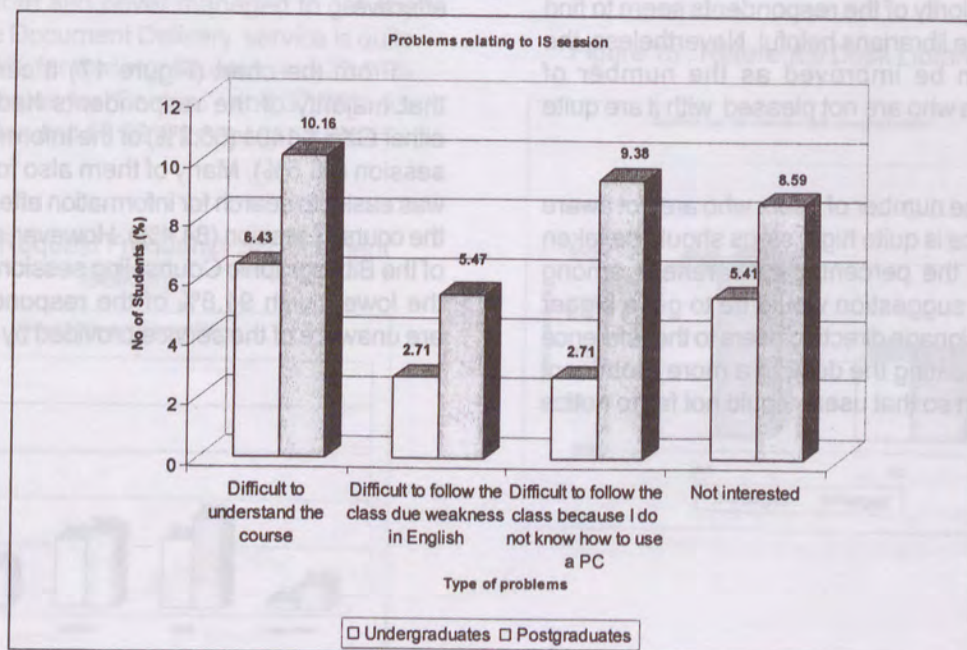
4.16.1 Discussion and Action

From the result above, it can be seen that the Information Skills Session conducted by the library has benefited students in their search for information or materials that are needed for their courses. As such, this form of user education can be said to have accomplished its objective by facilitating users in information seeking and this effort should be continued as long as it is needed by the students.

4.17 Reasons Why Some Students Find Information Skills Ineffective

Figure 18 shows major problems faced by students in relation to IS session where 'difficult to understand the course' was rated highest in the rank with 10.16% for postgraduates and 6.43% for undergraduates. The next top on the list was 'Difficult to follow the class because I do not know how to use a PC' which was 9.38% for postgraduates and only 2.71% for undergraduates. Students were just simply 'Not interested' was another factor.

Figure 18 : Problems Relating To Information Skills Session



4.17.1 Discussion and action

One can speculate that students might not be able to follow the session / course being taught as certain topics might require the students to have basic understanding of English. Weakness in English would therefore incapacitate the students in grasping certain modules being taught in the session. Perhaps students should be exposed to basic commands in English before enrolling for the course and steps to improve their command of the English Language should also be carried out.

4.18 Conclusion

The University of Malaya Library has successfully obtained the students' insight to the function of the library in teaching and learning. The assessment of the student's needs and the ability of the library to fulfill this need in terms of the collection and services is most useful in the planning and development of the library in the near future. Since the library is part of the University's MS ISO 9001:2000 accreditation, it would like to provide quality service to its users.

The results of this survey clearly indicate that the library is being used by the majority of the students, postgraduates and undergraduates alike. However there are a small percentage of students in this survey who reported that they have never visited the library. The question that arises is that what avenues do they obtain their information from? The library has to make efforts to reach out to these students and make sure that the library has the resources needed.

A finding with serious implication is that a high percentage of the students are still using the print resources at the library, such as printed books, newspapers, reference materials and printed journals. The library spends million on its electronic resources, but these collections are the least used. The library has to actively promote

and educate its users about its electronic resources. There is need for a more in-depth study on the use of electronic resources by the students. In this study students have reported that among the problems faced by them with online databases usage was that the 'server is often down' and they 'don't have easy access to a PC'. In providing electronic resources, is not sufficient to only acquire these resources but also make sure that the users have the means and tools to access those resources, if not the money spent is not justified.

The overall level of satisfaction with the services provided by the library is reported to be good. Hence, all students must be made aware of the services provided and the library should not be complacent, but strive further to provide the best service to its users. The postgraduates have recorded satisfaction with the Interlibrary Loan and Document Delivery services, although efforts should be made to study why some requests are never met.

The library has also a need to promote its reference service. There are students who are not aware of this service. Another service to be promoted is the Bibliographic Counseling service for the final year students. Overall the library's efforts in providing user education to the students through its one unit course, GXEX1401: Information Skills, has benefited the students in their search for information. The library could make further attempts to simplify the courses so that the students may find it more interesting.

The University of Malaya is satisfactorily fulfilling its students' information needs. Continual improvement is needed to further enhance the library's role and importance in the teaching and learning environment.

KURSUS INDUKSI UNIVERSITI MALAYA

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Abstract: *This article gives an overview of phase 1 and 2 of the Induction Course at Universiti Malaya which is compulsory for all new officers for confirmation of service. Several activities, experiences and impact are highlighted.*

Abstrak: *Artikel ini memperihalkan tentang program Kursus Induksi Universiti Malaya Fasa 1 dan 2 yang wajib diikuti sebagai prasyarat untuk pegawai baru disahkan dalam perkhidmatan. Beberapa aktiviti yang dilalui, pengalaman dan impak yang diperolehi sepanjang mengikuti program ini turut diuraikan.*

Kursus Induksi pada dasarnya adalah satu kursus yang diwajibkan sebagai prasyarat untuk semua staf baru bertaraf tetap bagi tujuan pengesahan dalam perkhidmatan dan juga bagi para kakitangan yang memperoleh kenaikan pangkat secara lantikan.

Kursus ini terbahagi kepada dua fasa iaitu Fasa 1 dan Fasa 2. Fasa 1 yang lebih berorientasikan kekuatan fizikal dan mental telah diadakan di beberapa lokasi terpilih seperti Kem Nadi Sungkai, Perak, Pulau Pangkor dan juga Ulu Terkam, Pahang. Kursus Fasa 1 ini adalah cetusan idea bekas Naib Canselor Prof. Dato' Dr. Anuar Zaini Mohd Zain yang ingin memastikan setiap warga Universiti Malaya mempunyai komitmen yang tinggi, bersemangat kental dan berwibawa di dalam menjalankan tugas yang diamanahkan. Manakala Fasa 2 lebih bersifat informatif yakni memerlukan peserta mengetahui serta memahami beberapa maklumat penting sebagai seorang penjawat jawatan awam dan dengan harapan semua warga universiti akan bersama-sama merintis jalan ke arah pencapaian yang lebih cemerlang. Kursus ini dijalankan di hotel-hotel yang terdapat di Lembah Kelang sahaja.

Kursus Fasa 1 berlangsung selama empat (4) hari dan aktiviti-aktiviti yang dijalankan terbahagi kepada dua iaitu aktiviti dalaman dan luaran. Aktiviti dalaman lebih berbentuk perbincangan dan perkongsian pendapat atau dalam erti kata lain berbentuk interaktif.

Peserta didedahkan dengan pelbagai senario dan memerlukan pemikiran yang positif dan kreatif. Aktiviti luaran pula berbentuk kecergasan

fizikal yang terdiri daripada senaman pagi, sukaneka, merempuh halangan dan merentas hutan.

Objektif kursus ini ialah untuk meningkatkan kecemerlangan Universiti Malaya dalam semua bidang teras, fungsi, dan kegiatannya, mewujudkan kerjasama dan permuafakatan warga Universiti dalam melaksanakan tugas dan peranan masing-masing, meningkatkan kualiti kerja bagi memenuhi kepuasan pelanggan Universiti Malaya dan mengeratkan ikatan persahabatan dan kekitaan di kalangan seluruh warga Universiti Malaya

Program dimulakan dengan aktiviti dalaman iaitu taklimat kepada para peserta, aktiviti suai kenal di kalangan peserta dan pembentukan kumpulan. Melalui aktiviti ini para peserta dapat mengenali antara satu sama lain memandangkan semua peserta adalah dari jabatan yang berbeza di Universiti Malaya ini.

Di antara program yang menarik ialah penayangan dokumentari "Miracle Man" yang dirasakan amat berguna untuk semua peserta kerana ia memberi mesej supaya perlu ada pemikiran positif dalam setiap apa yang dilakukan. Walaupun dengan kelemahan diri yang dimiliki namun seseorang itu masih dapat mengecapi kejayaan sekiranya bersemangat kental dan diiringi dengan usaha gigih yang berterusan. Pada pendapat saya, program ini amat baik sekali di mana secara tidak langsung dapat menyuntik semangat berdikari yang tinggi dan membina peribadi yang berjiwa kental. Dengan erti kata lain, tiada yang mustahil untuk dicapai asalkan tertanam azam yang berterusan.

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Program seterusnya ialah "Perubahan Kendiri Hari Baru Dan Azam Baru". Para peserta diminta menyenaraikan di atas sehelai kertas semua sikap negatif yang ada pada diri masing-masing yang mana kemudiannya kertas tersebut dibakar. Aktiviti ini mendedahkan kepada para peserta supaya meninggalkan sikap-sikap atau amalan-amalan negatif yang ada pada setiap peserta. Peserta kemudiannya diminta membayangkan beberapa situasi bersama ahli keluarga masing-masing yang mana fasilitator berkenaan membaca beberapa keadaan atau situasi yang amat meruntun perasaan. Mesej tersebut disampaikan agar setiap peserta menghargai hubungan dan jasa-jasa insan yang paling hampir dengan kita dan sentiasa berbuat kebaikan sesama sendiri. Para peserta juga disuruh menanam tekad untuk menjadi insan yang lebih baik dengan gambaran menjadi "insan baru" setelah melalui beberapa aktiviti di atas.

Impak yang diperolehi daripada aktiviti ini ialah selain daripada mengingati jasa baik ahli keluarga, kita juga perlu sentiasa memupuk diri dengan amalan-amalan baik supaya dapat melaksanakan tugas dengan lebih berkesan dan berwibawa.

Selain itu program 'Pedas Manis' iaitu satu aktiviti yang mengkehendaki para peserta dalam kumpulan yang tertentu mengkritik tingkahlaku atau memberi komen atau pandangan kepada setiap ahli kumpulan tersebut mengikut giliran. Jika dipandang dari sudut positif ianya amat baik untuk kita mengetahui atau memahami diri sendiri dalam pandangan orang lain. Ini adalah kerana kita kadangkala tidak menyedari ada tingkahlaku atau perawakan yang tidak disenangi sesetengah pihak.

Oleh itu, untuk mencapai kemajuan, kita perlu mengangap teguran sebagai peringatan ke arah kesempurnaan diri, manakala pujian pula sebagai amaran supaya dapat diawasi keikhlasan diri kita. Namun demikian tempoh empat (4) hari dirasakan tidak memadai untuk kita mengkritik seseorang tanpa mengenal dengan latar belakang, peribadi atau masalah yang dihadapi olehnya. Walau bagaimanapun aktiviti ini telah memberi sedikit pengetahuan mengenai beberapa kelemahan dalam diri kita sendiri yang mungkin dilakukan tanpa disedari. Dengan itu kita dapat memperbaikinya dan berusaha menjadi insan yang lebih baik dan disenangi semua pihak.

Seterusnya program-program seperti "Who Move My Cheese", "Kenal Diri Dan Musuh Anda Dalam Meniti Kejayaan", "How To Lead A Successful Team" juga merupakan aktiviti-aktiviti

membentuk peribadi seseorang supaya lebih berketerampilan, berpandangan jauh, sabar dan kritis serta berkeyakinan diri yang tinggi. Semua sifat ini penting dalam membentuk diri ke arah menjadi warga kerja yang efisien dan berkualiti.

Selain itu terdapat juga aktiviti hiburan iaitu persembahan yang perlu disertai oleh semua peserta mengikut kreativiti masing-masing. Aktiviti ini juga memerlukan permuafakatan antara ahli kumpulan dan persefahaman yang kuat untuk melahirkan idea yang baik dan kreatif. Aktiviti ini sebenarnya dapat disifatkan sebagai satu aktiviti yang merehatkan minda dan menghiburkan hati para peserta setelah penat mengikuti aktiviti-aktiviti fizikal merentas halangan pada sebelah siangnya.

Bagi aktiviti luaran yang lebih berbentuk fizikal, para peserta dilatih supaya mementingkan kesihatan dan kecergasan minda dengan melakukan beberapa aktiviti sukan seperti senaman dan berjogging sebelum memulakan kuliah dan bersukaneka pada waktu petang. Aktiviti ini amat baik sekali untuk dipraktikkan sepanjang masa kerana minda yang baik datangnya daripada badan yang sihat.

Aktiviti kemuncak dalam kursus ini ialah 'Meniti Cahaya Rimba' yang berlangsung selepas tengah malam hari ketiga. Pada pendapat saya, aktiviti ini merupakan satu aktiviti yang benar-benar menguji ketabahan diri sendiri dan juga menonjolkan sikap sebenar seseorang itu.

Dalam aktiviti ini kita perlu bergerak secara berkumpulan ke dalam hutan mengikut trek yang telah ditetapkan berdasarkan panduan-panduan yang diberikan sepanjang perjalanan tersebut. Perkara yang amat penting di sini ialah kita perlu mendengar dan mematuhi arahan 'seorang' ketua yang telah dilantik. Sekiranya wujud beberapa 'ketua', maka perjalanan menuju destinasi akan terjejas. Ini menyebabkan ada kumpulan yang telah tersesat dan mengambil masa yang panjang untuk berada di jalan yang sebenarnya. Pendapat atau pandangan kedua dan ketiga diperlukan hanya sekiranya diminta berbuat demikian oleh ketua pada masa-masa yang tertentu. Dengan erti kata lain perasaan menghormati ketua dapat dipupuk dan disemai melalui aktiviti ini. Melalui aktiviti ini juga budaya kerja berpasukan diterapkan di mana setiap kumpulan perlu bergerak bersama-sama dan memastikan tiada ahli kumpulan yang tercicir sewaktu melalui jalan-jalan yang hanya diterangi cahaya bulan. Sekiranya ada ahli yang telah cedera atau tidak berkemampuan lagi untuk meneruskan perjalanan ; seperti yang berlaku kepada salah seorang ahli kumpulan saya, maka ahli-ahli yang

lain telah memberi bantuan sewajarnya seperti merawat bahagian yang tercedera dan kemudiannya mengusung beramai-ramai sehingga sampai ke destinasi. Perkara ini memerlukan nilai-nilai prihatin, belas ehsan sesama insan, budaya kerja berpasukan dan sikap tolenransi yang tinggi. Lantaran itu, setiap peserta perlu membuang sikap meninggi diri dan takbur sewaktu melakukan aktiviti ini kerana kekuatan fizikal sahaja tidak mencukupi sebagai penentu kejayaan. Persediaan mental yang kuat juga penting untuk mengimbangi diri seseorang dalam mengharungi lembah dan lurah di dalam kegelapan hutan Sungkai.

Pada pandangan saya aktiviti 'Meniti Cahaya Rimba' ini adalah satu ujian fizikal dan mental setelah kita mengikuti pelbagai program dan aktiviti selama tiga (3) hari itu. Semua kegiatan yang telah dijalankan ini adalah merupakan persediaan-persediaan yang perlu wujud dalam diri seseorang itu. Sebelum mengikuti aktiviti 'Meniti Cahaya Rimba', seseorang itu mungkin boleh berlagak jaguh, berpura-pura atau merendahkan keupayaan orang lain. Namun sikap peribadinya akan terserlah sama ada beliau boleh memberi kerjasama yang baik, berupaya menghabiskan perjalanan tanpa masalah atau terpaksa diusung di sepanjang perjalanan oleh ahli kumpulannya.

Kesimpulannya, aktiviti 'Meniti Cahaya Rimba' ini benar-benar menguji ketahanan mental dan fizikal seseorang dan menuntut kesabaran serta semangat kerjasama yang tinggi. Impak daripada keseluruhan aktiviti yang dijalankan kita dapat memupuk budaya kekitaan di kalangan seluruh warga Universiti Malaya. Juga dapat menyemai budaya kerja dalam satu pasukan yang kukuh dan berdaya maju.

Selain itu, dapat meningkatkan kesedaran dan komitmen warga Universiti Malaya terhadap kepentingan mempertingkatkan kualiti kerja bagi memenuhi kepuasan pelanggan. Lantaran itu setiap kakitangan diperlukan mencintai bidang kerjayanya, sama ada berbentuk perkeranian, teknikal, pentadbiran dan akademik. Dalam erti kata lain merasa gembira dan berpuas hati melaksanakan tugas walau apa bidang sekalipun. Perasaan ini wajarlah pula dilengkapi dengan semangat untuk terus meningkatkan

Impak dari kursus induksi ini sebenarnya dapat menyemai semangat bekerja yang cemerlang di kalangan para peserta. Setiap peserta dipupuk supaya mempunyai perasaan bangga terhadap profesynya dan sentiasa ingin melaksanakan pembaikan berterusan (kaizen) terhadap mutu hasil pekerjaan dalam profesyen yang telah diceburinya itu. Di samping itu suasana bekerja yang cemerlang perlu melalui budaya kerja berpasukan. Kursus yang dijalankan ini telah berperanan besar dalam membentuk budaya kekitaan di kalangan warga Universiti Malaya.

Dalam aspek kepustakawanan juga, kita perlu memperbaiki sebarang kelemahan yang ditemui, melangkaui bidang ilmu yang sedia ada dan melaksanakan perkara-perkara proaktif yang dapat menyumbang kepada kecemerlangan Perpustakaan iaitu melalui kerjasama secara kreatif, khususnya dalam membentuk pengurusan berkualiti yang merupakan satu unsur penting dalam budaya baru. Dengan erti kata lain, kerjasama bermaksud penggabungan usaha, bakat, tenaga dan kebolehan di kalangan pekerja-pekerja yang lebih berpengalaman dan pekerja-pekerja baru untuk membentuk suatu yang lebih hebat daripada yang dapat dibentuk melalui usaha sendiri. Sikap bangga diri dan tidak mahu menerima pandangan orang lain haruslah diketepikan demi kebaikan bersama. Semua warga Perpustakaan Universiti Malaya perlu melibatkan diri secara aktif dalam mengembangkan budaya berkualiti agar kita bersama-sama dapat meningkatkan kecemerlangan Universiti Malaya.



Aktiviti Merangkak Di Bawah Kawat Berduri



Aktiviti Merentas Halangan



Aktiviti Perbincangan Berkumpulan Di Bilik Minda



Aktiviti merentas halangan 'spider web'



Aktiviti 'Flying Fox'

Kurikulum modul kursus induksi fasa 2 pula terbahagi kepada modul umum dan khusus. Modul umum ini mengandungi perkara mengenai sejarah, Pekeliling Kemajuan Perkhidmatan Awam (PKPA), dasar-dasar kerajaan, sistem pentadbiran negara, pengurusan/nilai dan etika dalam perkhidmatan, Perintah Am/Arahan Perkhidmatan/Arahan Keselamatan dan Pengurusan Kewangan/ Sistem Perakuan Kerajaan/Arahan Perbendaraan.

Kurikulum induksi khusus pula mengandungi perkara mengenai memahami suasana dan cara kerja, objektif dan fungsi organisasi, struktur dan hubungan, undang-undang dan peraturan pejabat, alat dan kemudahan, cara proses dan sistem kerja, budaya dan persekitaran organisasi, tugas dan aliran kerja manual, prosedur kerja dan fail meja dan keselamatan pejabat.

Kursus ini berlangsung selama tiga (3) minggu dan biasanya dijalankan di sekitar Lembah Kelang sahaja. Program-program yang dijalankan berbentuk penerangan dan diikuti dengan soal jawab di akhir setiap sesi. Penilaian kursus ini adalah melalui tugas secara individu dan kumpulan serta peperiksaan akhir berbentuk objektif dan huraian fakta. Soalan-soalan adalah berdasarkan kuliah-kuliah yang disampaikan serta meliputi semua topik tersebut di atas.

Setiap kuliah yang disampaikan ini telah memberi banyak pengetahuan berguna mengenai pelbagai aspek berkerjaya yang melibatkan perkhidmatan awam. Perkara-perkara seperti integriti telah diperjelaskan dengan lebih mendalam kerana sebagai kakitangan yang baru menyertai perkhidmatan awam, tidak banyak perkara yang diketahui terutama dari segi amalan menerima hadiah dari pada pihak luar atau yang berkaitan dengan etika menjalankan tugas.

Kesimpulan

Kursus Induksi ini secara keseluruhannya amat berkesan untuk meneruskan proses pembangunan insan dalam usaha membentuk satu sistem pengurusan berkualiti di Universiti Malaya. Ini adalah kerana setiap peserta

diterapkan dengan perasaan bertanggungjawab iaitu perlu memainkan peranan masing-masing dengan penuh disiplin dan berusaha menjadikan Universiti Malaya lebih baik. Setiap kegiatan yang diadakan di sepanjang Kursus Induksi ini semuanya bertapak di atas landasan rohani, intelek, emosi, sosial, dan jasmani yang kukuh. Ini hanya dapat dilakukan melalui ikhtiar yang berteraskan kesabaran dan kegigihan dalam menghadapi pelbagai cabaran.

Adalah menjadi harapan agar segala usaha yang dijalankan oleh pihak Universiti melalui Kursus Induksi ini memberi manfaat kepada semua warga kampus dalam usaha melahirkan graduan yang mempunyai tanda kecemerlangan tersendiri.

LAPORAN PERSIDANGAN / CONFERENCE REPORTS

Statistics Workshop for LIS Professionals (3 - 5 June 2003, National Library of Malaysia)

This Workshop was jointly organized by the Persatuan Pustakawan Malaysia and the Perpustakaan Negara Malaysia. The facilitator Dr. Noor Harun Abdul Karim of International Islamic University Malaysia proved to be excellent in sharing his knowledge and expertise in data collection and analysis. Over the three days he was able to capture the interest of the participants ranging from those who were new to the field of library research and also those who were keen to further their knowledge in research, especially quantitative research.

The aim of the workshop was to equip participants with basic tools and techniques deemed essential for the purpose of analyzing and interpreting quantitative data. The workshop emphasized conceptual understanding underlying the use of statistical test and procedures rather than the mathematical skills required for the computation of complex formula. Participants were exposed to SPSS for Windows version 10.

Dr. Noor Harun began with explanations about what quantitative research is and what are the characteristics to be taken into account to be able to write and justify a research proposal. It was hoped that at the end of the workshop the participants would in future be able carry out research and report findings confidently and accurately.

Day 1 began with an introduction to SPSS for windows, involving creating and editing a data file, defining variables, data entry, defining variable values and creating simple charts.

This was followed by an explanation of four levels of measurement: nominal, ordinal, interval and ratio. These were in relation to the research design and various types of hypothesis to be

tested through the study. Participants then conducted independent-samples t-test, with relevant examples, and were guided in writing or reporting the results.

Day 2 covered four more statistical tests, beginning with the differentiating between independent t-test and dependent-t-test, used to determine whether there is a statistically significant mean difference between the experimental group and the control group or between two independent groups. Various examples were used to carry out analysis between more than two groups using 1-way ANOVA (between groups and within groups).

Factorial ANOVA used to examine the effects of two or more independent variables simultaneously upon a single dependent variable was also explained using various examples and data sets.

Day 3 proved to be the most challenging with the introduction of various test such as: Pearson's Chi Square, Pearson's Product Moment Correlation and Linear Regression Analysis. However with the exercises given and discussions held between the facilitator and participants, most participants were able to carry out the exercises independently.

The Workshop was certainly beneficial to all participants who were actually planning to carry out various studies at their respective libraries to facilitate library management.

Kiran Kaur

**Quality Assurance and Project Management Unit
University of Malaya Library**

LAPORAN LAWATAN / TOUR REPORT

LAWATAN KERJA NADI PERPUSTAKAAN KE PERPUSTAKAAN UNIVERSITI SAINS MALAYSIA DAN UNIVERSITI UTARA MALAYSIA PADA 12 APRIL 2003

Nadi Perpustakaan telah menganjurkan satu lawatan kerja ke Perpustakaan Universiti Sains Malaysia (PUSM) dan Perpustakaan Universiti Utara Malaysia (PUUM). Lawatan kerja ini telah mendapat sambutan seramai 37 peserta yang terdiri dari para Pustakawan dan Pembantu Perpustakaan. Lawatan selama dua hari ini adalah bertujuan untuk melihat pengurusan kedua-dua Perpustakaan yang terlebih dahulu mendapat pensijilan ISO di samping mengeratkan lagi silaturrahim di antara pustakawan kedua-dua universiti tersebut.

Di PUSM, kami telah berpeluang melawat ke Perpustakaan I dan II. Perpustakaan I mengkhusus kepada bahagian-bahagian seperti Perolehan, Automasi, Perkhidmatan Rujukan dan Maklumat dan Media, manakala di Perpustakaan II koleksinya adalah tertumpu kepada bahan Malaysiana. Lawatan dimulakan di Perpustakaan I dahulu di mana ahli rombongan telah diberi penerangan menyeluruh oleh Ketua Pustakawan USM, Puan Noor Ida Yang Rashdi dan beberapa Pustakawan lain mengenai struktur organisasi, proses pelaksanaan ISO, pengurusan perpustakaan dan lain-lain lagi.

Bahagian yang pertama dilawati adalah Bahagian Media, di mana Perpustakaan USM mempunyai banyak koleksi medianya sendiri yang terdiri dari pita rakaman video, di bawah program Computer Assisted Instruction (CAI), CD-ROM, kaset, muzik, slaid, peta dan sebagainya. Pengguna boleh meminjam bahan-bahan yang diinginkan mengikut syarat dan peraturan yang telah ditentukan. Terdapat juga Bilik Audio di mana pengguna boleh mendengar muzik, drama atau ucapan. Di sini turut disediakan karek individu untuk pengguna yang mahu mendengar muzik secara perseorangan tanpa sebarang gangguan. Kakitangan akademik dan pelajar juga boleh memohon untuk menggunakan Bilik Audio di sini untuk membuat "off-air recording" sekiranya ia melibatkan kursus yang diambil.

Seterusnya, bahagian yang dilawati adalah Bahagian Terbitan Bersiri. Bahagian ini mempunyai hampir 1,800 judul bahan bersiri dari pelbagai bidang yang terkini yang masih

dilanggan dan turut menerima beberapa judul bahan bersiri sebagai hadiah. Bahan-bahan ini boleh didapati dalam format mikroform, bercetak (yang berjilid dan tidak berjilid) serta CD-ROM. Bagi memastikan koleksi di bahagian ini sentiasa berkembang, pihak PUSM telah memainkan peranan penting dengan mencari terbitan bersiri yang boleh dibuat pertukaran dan juga sebagai hadiah/sumbangan. Di sini bahan-bahan bersiri terdiri dari isu terkini, Suratkhabar yang dilanggan untuk rujukan pengguna adalah terdiri dari sembilan (9) suratkhabar tempatan dan empat (4) suratkhabar antarabangsa.

Apa yang menariknya di PUSM adalah Bahagian Perolehan dan Bahagian Pemprosesan Teknikal adalah di tingkat yang sama. Ini memudahkan bahan-bahan baru diproses dan dikatalog serta dapat mengelakkan "back-log". Sepertimana perpustakaan universiti yang lain, bahan-bahan yang dibeli adalah bahan-bahan yang dapat membantu dalam pengajaran, pembelajaran dan penyelidikan. Di samping itu, bahan-bahan bacaan sampingan dan ringan turut dibeli untuk memenuhi keperluan pengguna perpustakaan ini. Kerja-kerja mengkatalog di perpustakaan ini adalah teratur dan Ketua Bahagian Pemprosesan Teknikal akan memastikan buku-buku yang diperlukan dengan kadar segera dikatalog terlebih dahulu dan mereka juga mempunyai "time-frame", di mana dalam tempoh tertentu semua buku-buku baru diproses untuk mengelakkan berlakunya "back-log".

Seterusnya Bahagian yang dilawati adalah Bahagian Perkhidmatan Pembaca dan Lanjutan, di mana bahagian ini bertanggungjawab di dalam semua hal yang berkaitan dengan perkhidmatan, reprografi, keahlian perpustakaan, peminjaman dan pemulangan, fotokopi dan lain-lain lagi.

PUSM II pula menempatkan koleksi Malaysiana dan bahan-bahan Arkib. Bagi Koleksi Malaysiana, ianya menempatkan hasil kerja mengenai Malaysia, Singapura dan Brunei Darussalam. Jurnal yang diterbitkan di Malaysia, turut dimasukkan ke dalam koleksi ini.

Manakala koleksi Arkib USM pula mengandungi segala bahan sama ada yang diterbitkan atau tidak diterbitkan khusus mengenai universiti. Ini termasuk juga buku-buku yang diterbitkan oleh penerbit universiti, gambar-gambar bangunan universiti yang lama, laporan penyelidikan dan lain-lain lagi.

Bagi bahan-bahan bermaklumat mengenai Malaysia yang diterbitkan dalam bentuk artikel, pamflet dan sebagainya di simpan di dalam koleksi Pamflet Malaysiana. Satu pangkalan data khas yang menggunakan sistem CDS/ISIS di sediakan untuk merekodkan bahan-bahan tersebut. Koleksi seterusnya yang terdapat di sini ialah, koleksi Buku Nadir, yang mana menempatkan buku-buku yang diterbitkan oleh penerbit tempatan sekitar tahun 1945 dan semua buku yang diterbitkan oleh mana-mana penerbit sebelum tahun 1900. Buku-buku yang disahkan sebagai buku terhad dan sukar didapati juga dimasukkan ke dalam koleksi ini. Sekiranya di Perpustakaan Peringatan Za'ba Universiti Malaya mempunyai koleksi khas bagi Tan Sri Zainal Abidin b. Ahmad (Za'ba), di Perpustakaan II USM pula mempunyai bilik khas yang menempatkan koleksi bagi empat tokoh terkenal iaitu, Gerald Hawkins, Kassim Ahmad, V. Veerappen dan Lim Kean Siew. Kesemua tokoh-tokoh ini kecuali Gerald Hawkins, adalah terkenal dengan penglibatan mereka dalam politik tanah air. Gerald Hawkins adalah seorang tokoh yang dikenali kerana penulisannya mengenai sejarah Malaya, hidupan liar dan penanaman pokok. Di sini juga menempatkan buku-buku yang digemari oleh beliau terutama sekali dalam bidang politik, pentadbiran awam, pendidikan dan sains sosial.

Lawatan seterusnya adalah ke Perpustakaan Universiti Utara Malaysia yang terletak di Sintok, Kedah Darul Aman.

Universiti Utara Malaysia (UUM) merupakan antara universiti yang mempunyai lanskap tercantik di Malaysia. Ini adalah berdasarkan satu artikel yang pernah disiarkan dalam akhbar utusan Malaysia. Ianya ternyata benar setelah melihat sendiri sewaktu berkunjung ke sana. Pemandangannya begitu indah dan menarik serta dapat menimbulkan suasana damai dan tenang kepada para pengguna perpustakaan. Kami telah disambut oleh Ketua Pustakawan UUM, Puan Jamilah Mohamed. Perpustakaan UUM yang lebih dikenali dengan nama Perpustakaan Sultanah Bahiyah merupakan sebuah bangunan besar yang mempunyai 5 aras yang menempatkan divisyen-divisyen seperti Pemerosesan teknikal, Rujukan dan

Perkhidmatan Maklumat, Sirkulasi dan Perkhidmatan Pelanggan, Terbitan Bersiri, Perolehan, Koleksi Khas, Media, Automasi, Pentadbiran dan Latihan.

Di PUUM terdapat sebuah Auditorium, khusus untuk kakitangan akademik yang ingin menonton tayangan video ataupun melihat persembahan yang menggunakan komputer. Auditorium ini boleh memuatkan seramai 70 orang dalam satu masa.

Di sini juga terdapat Sudut Kanak-Kanak dan Telefon Awam. Sudut Kanak-kanak ini pula disediakan khusus untuk anak-anak kakitangan Universiti Utara Malaysia dan juga kanak-kanak di seluruh negeri Kedah Darul Aman.

PUUM turut menyediakan beberapa bilik untuk kegunaan pengguna seperti Bilik Bacaan 24 jam, Bilik Serbaguna, Bilik Peti Loker, Bilik Perbincangan, Bilik Pendidikan Pengguna, Bilik Bacaan Khas dan Bilik Karel.

Apa yang paling menarik dan unik di perpustakaan ini ialah kaunter utamanya menyerupai perkhidmatan kaunter di bank. Pengguna perlu mendapatkan nombor giliran di mesin nombor automatik dan menunggu nombor mereka dipaparkan di skrin utama. Ini memudahkan pengguna dan melancarkan perjalanan kerja di kaunter. Pengguna juga tidak perlu berdiri menunggu giliran sebaliknya beberapa sofa dan kerusi disediakan untuk mereka.

Di PUUM, kaunter Penasihat Pembaca disediakan di setiap aras untuk memudahkan pengguna mengemukakan soalan kepada Pustakawan. Mereka tidak perlu bertumpu kepada satu kaunter sahaja untuk mendapatkan maklumat. Apa yang pasti di sini begitu banyak terminal komputer disediakan khusus untuk kegunaan pengguna sama ada untuk mencari bahan rujukan atau mendapatkan maklumat. Namun begitu, setiap aktiviti pengguna yang menggunakan komputer ini sentiasa dipantau oleh pustakawan di kaunter rujukan di aras berkenaan. Apa yang dapat diperhatikan di sini ialah PUUM amat mementingkan keselesaan dan kehendak pengguna mereka dalam mendapatkan maklumat. Pengguna PUUM juga boleh mengakses Pangkalan Data Dalam Talian, tesis dan keratan akhbar melalui komputer yang terdapat di sini secara atas talian. Terminal CD-ROM juga disediakan untuk kegunaan pengguna yang mahu merujuk kepada bahan yang terdapat di dalam CD-ROM.

Sekiranya di Perpustakaan UM, kursus Kemahiran Maklumat diwajibkan kepada pelajar Tahun Satu dan disediakan juga sesi Kemahiran Maklumat untuk pelajar pascaijazah, di Perpustakaan UUM pula mereka menyediakan perkhidmatan pendidikan mengenai kemudahan perpustakaan dan apakah sumber-sumber maklumat yang boleh diperolehi dari perpustakaan ini dan bagaimana untuk mendapatkannya. Perkhidmatan ini akan diberi sekiranya diminta oleh pengguna.

Bahagian seterusnya yang dilawati ialah Bilik Muzik, Bilik Tayangan Media. Bilik ini disediakan khusus untuk pelajar dan kakitangan yang ingin mendengar muzik pilihan mereka setelah penat mentelaah dan bekerja.

Selain daripada koleksi umum, di sini juga terdapat koleksi fiksiyen, koleksi Pusat Sumber, koleksi Keusahawanan dan Perniagaan Kecil (PSK) yang menempatkan pelbagai bahan dalam bidang usahawanan dan perniagaan kecil, koleksi khas, koleksi terhad, keratan akhbar, laporan syarikat, segitiga utara (iaitu terdiridari buku-buku dan laporan-laporan serta terbitan khas dalam bidang-bidang tertentu yang meliputi kawasan Wilayah Utara Semenanjung Malaysia, Wilayah Utara Sumatera dan Wilayah Selatan Negara Thailand), Buku Haram, Warta, Akta Perundangan, Perbahasan Parlimen dan sebagainya, Kalendar Universiti, Peta, Tesis/ Latihan Ilmiah, Koleksi Arkib Universiti Utara Malaysia, Piawaian dan Paten, Bahan Mikro, Koleksi Poster/Gambar/Foto, Koleksi Brosur, Pekeliling dan sebagainya.

Seterusnya, kami telah di bawa melawat ke Bahagian Perolehan, Pengkatalogan dan Automasi. Seperti PUSM, didapati di PUUM, mereka juga mengamalkan satu sistem yang teratur demi memastikan bahawa buku-buku baru dapat diproses dengan cepat tanpa adanya masalah 'back-log'. Kesimpulannya dari pemerhatian kami Perpustakaan UUM memberikan perkhidmatan terbaik buat penggunaanya dan juga buat warga negeri Kedah

Darul Aman. Lawatan ini telah memberikan banyak idea dan pengalaman baru dan sememangnya ia merupakan satu pengalaman yang amat berharga buat kami semua.

Kesimpulannya, hasil dari lawatan ini terlalu banyak yang boleh dipelajari dan diambil ikhtibar dalam meningkatkan lagi perkhidmatan dan kualiti kerja bagi kakitangan Perpustakaan Universiti Malaya. Kami bukan sahaja berpeluang berkenalan mesra dengan Pustakawan dari kedua-dua perpustakaan ini, malahan juga dapat membuka minda dan sikap yang lebih positif ke arah memajukan dan membangunkan kerjaya dan kualiti kerja masing-masing. Maklumbalas yang didapati dari kebanyakan pustakawan adalah untuk menjadikan acara lawatan ini secara tahunan agar minda kita tidak hanya fokus kepada satu bentuk pengurusan perpustakaan, malahan dapat mempelbagaikan lagi aspek pengurusan dan kerja yang lebih efisien dan berkualiti.

Hasil dari lawatan ini, terdapat beberapa cadangan yang telah dikemukakan oleh Pustakawan Universiti Malaya (PUM). Antaranya ialah:

1. Bilik Muzik di PUM
2. Perkhidmatan Rujukan di setiap aras
3. Pameran mengikut tema tertentu setiap bulan
4. Keselesaian pengguna diutamakan

Secara keseluruhannya, lawatan ini dianggap berjaya dan kami pustakawan dari Universiti Malaya amat berpuas hati dengan layanan dan penerangan yang diberikan oleh Ketua Pustakawan Universiti Sains Malaysia dan Ketua Pustakawan Universiti Utara Malaysia.

Disediakan oleh:

Rafidah Abdul Aziz

Pustakawan

Bahagian Penyelidikan dan Perkhidmatan Akademik

ULASAN BUKU / BOOK REVIEW

Innovating at the Edge: How organizations evolve and embed innovation capability
by Tim Jones. Oxford: Butterworth Heinemann, 2002 (350pages)

by Mukhtiar Kaur¹

Jones introduces the topic by mentioning that innovation is the key differentiator in organization performance because it fuels growth, engages customers, inspires teams, rewards investors and motivates the whole organization. He sought to address three key questions:

- 1) How did we get here and what has worked in the past?
- 2) What are the latest ideas and approaches emerging today?
- 3) How can organizations best improve their innovation performance?

Organizations fear the impact of innovation or believe that innovation does not apply to their arenas of activity frequently citing a number of justifications for not embracing it. They refuse investment in new ideas, maintain a status quo and dispel arguments supporting organic growth and create great barriers to innovation and progress. He mentions the ten myths of innovations and cites examples of why organizations have not been keen on innovation. Therefore it is pertinent first to dispel these myths. He goes on further to explain that if innovation is today's buzzword and if innovation is relevant, than how and where can it applied? What does it involve? What are the benefits? And basically why innovate? As such, how companies can build and develop their innovation capability is a critical concern.

Part 1 of the book encompasses the *Evolution of Innovation Capability* and provides an overview of all the major developments that have taken place to date. It describes the evolution of innovation capability over the past twenty years. Using a common set of themes and the most relevant examples of lead companies, it outlines the core strategic, operational and organizational approaches that have been introduced, adopted, adapted, refined and integrated within

organizations within these period. He outlines 3 phases covering the early developments from 1980-1986, the second phase from 1987-1993 and the third phase from 1994-1999.

He outlines 3 phases covering the early developments from 1980-1986, the second phase from 1987-1993 and the third phase from 1994-1999.

He named phase 1 as *Putting the Basics in Place* where he refers to how organizations took their ideas to market when they faced challenges of increased competition, rapid technological advancement during the 1980s. He cites firms such as Sony, IBM and DOW who started to formulate product strategies as a distinctive element and dependency of the overall corporate strategy. Marketing or sales strategies started coming into the limelight.

Issues such as quality and reliability became important and many organizations started adopting the total quality mantra in their bid to improve idea delivery and support. He explains on how organizations started to put the basic elements of a coherent approach to innovation in place. Sony, the worlds most successful consumer electronics company outperformed not only Japanese rivals but also many larger US firms such as RCA that have abandoned the consumer electronics market. Sony's success was heavily influenced by the ability of its founders to anticipate the demands of consumers and develop these products to meet the demands. Sony looks for employees with teamwork skills, motivating through salary rewards and creates competitive atmosphere within the organization. The Walkman developed in the 1980s a genuine portable music has been a mainstay of Sony's audio product range for over twenty years. Although the first model was large, bulky and in terms of sound, quality and features relatively basic, at that time it was a significant product advance that created and exploited a whole new market.

¹ Head of Law Library
University of Malaya

Sony also faced competition from Aiwa, Panasonic and Toshiba who quickly produced their own imitations to capitalize on the growing market. Sony was from the start forced to continually develop and launch improved products focused on class leading design and market positioning. Only by doing this could Sony maintain its lead and keep the financial and brand benefits. It maintained predominance by introducing FM radio feature in 1980, the first to reduce product size in 1982, the first to introduce rechargeable models in 1985 and 1987 the first to introduce products focused on the child market. Jones case example of Sony is indeed informative and suitable at this juncture.

The second phase of *Globalization and Acceleration* covers the period 1987-1983, where the author cites case studies from Canon, Ford, Intel, Polaroid, Marks and Spencer and elaborated on how globalization opened new markets and increased the sources of competition. Rather than address their local needs, organizations had to accommodate a wider diversity of end products and service requirements that differed. Examples of how companies tackled this dichotomy include the use of common automotive platforms across multiple markets but local customization to regional needs. Examples to support this include Nike – a single brand across multiple global product range like shoes, clothes and other related sports apparel. Organizations started to focus more on their core competencies and at the same time accelerate their idea delivery. He highlights that core competencies were seen as the collective learning in an organization and have 3 key attributes. The potential to access a wide variety of markets and the ability to contribute significantly to the perceived customer benefit of an end product and they are difficult for competitors to initiate. Typically a world leading organization has only four or five core competencies, example Honda whose core products are the engines that leverage the company's core competencies in transmission, power trains and precision engineering.

These core products are their components to the end products of cars, motorcycles, tractors, lawnmowers, snowmobiles and even Formula 1 racing cars.

He goes on to explain how organizations established development centers in their larger export markets; how Japanese car manufacturers, American IT suppliers and Korean electronics firms alike founded a number of research

laboratories and design centers across USA and Europe. By locating at strategic places they managed to get closer to their customers and better understand their preferences. He highlights the importance of brand significance, which became a core focus within innovation. The role of a brand in conveying a specific set of values to consumers includes product attributes, promoted benefits, inferred impressions of the buyer's value and projected a personality.

In the next few pages he discusses the importance of speed to the market which can be done through simplification of operations, example Amazon guaranteed delivery of books within 3 days, First Direct provided 24 hour customer service for its banking services and Shell ensured that 80% of calls to its business-to-business product units would be dealt with by the first point of contact.

The underpinning core development used to drive, manage and enable successful innovations delivery has also evolved from the initial stage-gate phased approach to one with flexible fuzzy gates that permit more accelerated development where the resulting products are themselves in a contact state of gradual evolution.

The subject of supplier partnerships is then explained by using Marks & Spencer, one of UK's leading retailers as an example. He illustrates strategic partnerships with a select number of suppliers, and sharing a vision of the future. As stated by the director of the company, 'It's about understanding how we can combine our products and services to add value to the business operation and ultimately to bring the benefits created by that added value to the customer.'

Although Marks & Spencer was leading in the 1990's, competitors have innovated better and more quickly such as Zara, a Spanish lingerie manufacturing company. Zara's fashions are designed and influenced by fashion houses in Milan, Paris and London. So Zara has a leading edge over Marks & Spencer because it offers more attractive products offering greater value for money. Therefore a company has to maintain its competitive edge to continue to succeed in a market.

The third phase highlights the *Need to Focus and Integrate*. Focus in terms of the customer and how to deliver an idea, integration in terms of sharing information, skills, technologies and effort. He highlights the need for integrated research and

development activities. Access to information became an obstacle and creating and maintaining accessible data warehouses became a major challenge for many companies. The organization that placed particular emphasis on integration of Research and Development activities is the US based Multinational 3M, a leading organization consistently creating new ideas substantiates this fact. A brief history of the organization is provided, stressing on its corporate culture that has contributed to this tradition of innovation. The vision, foresight, stretch goals, empowerment, communication, recognition have been the drivers of continuous innovation and growth for this organization.

The globalization of markets and mass customization is covered by examples like Dell- a PC industry that usurped Compaq. He also discusses continuous development and new services especially web-based delivery and knowledge management where a firm's success has come to lie more in its intellectual assets than in its physical assets or natural resources.

Firms have begun to recognize the need to organize and coordinate their intellectual and knowledge sources to allow them to be more responsive. Skandia, Sweden's first stock insurance firm, the most innovative company in financial services today has been used as an excellent example.

Part 2 of the book, impresses upon the fact that in an increasingly competitive marketplace, leadership in the ability to conceive and deliver ground breaking innovation is becoming ever more of a core competitive advantage and some of the challenges firms face is having to reevaluate some other core activities and processes and if need be to reinvent themselves. The increasing convergence of new technologies especially mobile communications and PC's is driving companies such as Dell, IBM, Motorola, Microsoft and Nokia to share development and support intellectual property rights. Firms across several lead industries are collaborating virtually. New means of organizing for innovation are becoming a day-to-day reality. Case studies highlighted here include specific and details leading edge innovation approaches that are being increasingly adopted today. The Internet is an effective new tool, a cheap sales channel, a flexible customer relationship mechanism and an efficient means for improved working. He cites Internet successes such as Yahoo and Amazon as examples. The companies that are successfully

innovating at the edge are 'market breakers'. Prominent examples are Dyson, Smint mints, eBay and Egg and Google. They are not unique but they are highly visible. The value of product personalization, values recognition, patent pooling, investment integration, virtual collaboration and brand exploitation are covered in the next 6 chapters with extensive examples. Value recognition involves identifying and classifying user needs like buying habits, identify and record the exact customer purchases and patterns and direct mail campaign studies on customer behavior and customers and brand values are illustrated. With regard to virtual collaboration, he describes the output focused objective and details the ingredients for collaboration such as focus, connections, contact access and working processes.

The Final Part stresses on the fact, that like any change process, successfully embedding innovation requires a coherent approach using a number of different interventions throughout a series of identifiable stages. Critical success factors of having an identified leader, defined scope, senior management support and resource availability coupled with a real desire to move forward are important.

The five critical stages in introducing sustainable development include evaluation, focus, design, implementation and review. These five points are elaborated in the next 5 chapters. Using several case studies throughout, this section highlights some varied techniques that are being used to embed innovation and the author identifies some of the pitfalls that are encountered along the way.

The intent of this book was to inform, enthuse and guide those who will lead the next wave of innovation practice. It has provided a coherent and insightful overview of why innovation is not a fad, it is just not another word for improved efficiency, and it is a definition here to stay. He has impressed upon the fact that the ten myths are the ten innovation truths. Jones writes clearly and effectively, through repetitive at times. The text is supported with references at the end of each chapter and the citations follow a standard style. References include books, scholarly journals and websites. He also cites other resources under *Further Reading*. These references are current and relevant to his topic of discussion. This book also has very useful index for ease of specific topic retrieval. Besides this he has also given an exhaustive list of organizations and publications

that provide data, information insights and expertise that can support innovation across the arena. Some of these are national, global, some linked to academic and others focus on the business world. This he provides in the form of short write-ups about the organization followed by the Internet links. His rich mix of case studies as practical illustrations provides lessons for all and the graphics used, pie charts, tables, charts and statistics to illustrate his writing is commendable. He acknowledges the source of information when he quotes from his source of references lends credibility to his text.

This book is highly recommended and should be read by all employees in organizations who wish to become agents of change and embed innovation in their organizations. Innovating at the edge not only provides readers with an informed understudy of the latest developments in innovation practice but also presents them with the bigger picture. This work is yet another timely contribution that will enrich the evolving corpus of management philosophy, theory and practices.

This book also has a *Foreword* written by Richard Jones, Director of Reuters Business Insight, who stresses to the reader the idea of a leading edge developing for innovation practice and shows things are constantly evolving.

Innovation is meaningless and ultimately worthless unless there is an increase in the perception of the 'value' to the customer, and it is this 'value' that differentiates between otherwise

similar suppliers, not the actual products or the services offered.

It includes a useful *Preface* written by the author himself where he gives an insight to the whole book. His target group is tomorrow's leaders when he states that innovation is a fundamental driver of business success and as such requires informed, insightful and enthusiastic pioneers to take it to the next level.

The author, Tim Jones is principal of Innovaro, a consulting firm focused on helping companies to generate more ideas, implement innovation strategies and renew their organizational capability. He is an expert in enabling innovation and is actively involved with a number of organizations including the Product Development Management in the UK. He has a Masters Degree in engineering and industrial design as well as a PhD on diagnostic conflict in a team. His other books are:

- 1) Jones, T (1997), *Product and Development: An Introduction to a Multifunctional Process*. Butterworth – Heinemann.
- 2) Jones, T and Kirby, S (2001), *Taking Ideas to Market*. John Wiley.
- 3) Jones, T (1998). *Functional Interaction: Diagnosing Interface Relationships in New Product Development*. PhD Thesis, Salford University.

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ZHIMEI Li. The pulp to acidic fibroblast growth factor in monkeys. 2002.
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SARJANA PENGAJIAN ISLAM (M.Isi. Studies)

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2002

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NORINAH Mustapha. Empowerment of oral health care information among 16 years old school children. 2002.
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ONG, Ai Leng. Dental fear and caries status amongst 16-year-old schoolchildren. 2002.
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RAUZI Ismail. Dentists' perception, practice and constraints in delivering oral health talks to school children. 2002.

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2002

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HAMDIA Akmal L. The visualization of construction process using 5-D CAD as a decision support system. 2002.

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ISAM Shakir Khezel. The effect of honeycombing on modal response of reinforced concrete beams. 2002.

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KAUSALYAH Venkatason. Investigation of the main oil line pump problems on oil platforms using

modal analysis and finite element analysis. 2002.

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LIM, King Shing. Studies on the flood mitigation program in Kuala Lumpur area. 2002.

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LOW, Wei Loy. Nanofiltration studies of binary and ternary salt systems and prediction of its performance using donnan steric pore model (DPSM). 2002.

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MOHAMMED Ali Berawi. Developing a knowledge management system for construction contract management in Malaysia. 2002.

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POON, Yew Mun. Preparation and characterization of polymer-in-salt electrolyte. 2002.

TJ7 UM 2002 Poo

SARAVANAN Mariappan. Field and laboratory studies on some characteristic of an unsaturated residual soil. 2002.

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SHARIFUZAN Anuar. A study of urban pedestrian pattern in Kuala Lumpur : Case study : Jalan Tuanku Abdul Rahman. 2002.

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TAN, Chin Joo. Development of a mold cost estimation software. 2002.

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2001

LAU Phooi Yee. Performance comparison of routing protocols for adhoc networks. 2001.
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S. Sivaguru. Invariant pattern recognition using higher order neural networks. 2001.
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PADMASIRI Thenabadu. Education and training of teacher librarians in Sri Lanka. 2002.
QA76 UM 2002 Pad

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SUNIL W. Collection development of selected School Resource Centres in Sri Lanka. 2002.
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TAN, Wooi Keng. A broad survey of Web-based Bioinformatics research and data mining using BLAST. 2002.
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TAN, Wei-Wey. An analysis of a private-key cryptosystem. 2002.
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YEW, Wei Han. An implementation of differentiated services traffic conditioning with leaky bucket and token bucket. 2002.
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2002

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SARJANA SASTERA (M.A.)

2002

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ABDUL Rahman. Dasar pertahanan Israel dan strategi perluasan wilayah: Kajian tentang perang Arab-Israel tahun 1967. 2002.
U162 UM 2002 Abdr

CHIN, Kho Nee. Penggunaan media di kalangan minoriti: Satu kajian kes golongan cacat penglihatan di Kuala Lumpur. 2002.
P90 UM 2002 Chi

ELMASMARI, Mohamed Masoud. Modern Arabic film: A study of selected works of new Arab expressionist filmmakers. 2002.
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IBRAHIM Haji Mohamed. Implikasi permodenan tentera laut China ke atas keselamatan Asia Tenggara. 2002.
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MOHAMMAD Nazzri Ahmad. Pemikiran Melayu dalam seni ukiran kayu: Tumpuan kepada tiga generasi pengukir. 2002.
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D7 UM 2002 Tew

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PR13 UM 2002 Tha

VINODINI Murugesan. Katherina's volte-face : Self-discovery in Shakespeare's: The taming of the Shrew. 2002.
PR13 UM 2002 Vin

ZAITON Ismail. Pengurusan institusi kesenian: Kes istana budaya. 2002.
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SARJANA SYARIAH (M. Syariah)

2002

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BP42.A1 UM 2002 Aieak

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BP42.A1 UM 2002 Azhaa

HADENAN Towpek. Analisis keuntungan perbankan Islam di Malaysia dengan tumpuan kepada pengurusan aset dan liabiliti. 2002.
BP42.A1 UM 2002 Hadt

HANAFI Mohamed. Tok Kenali: Ketokohan, sumbangan dan pengaruh keilmuannya di Kelantan. 2002.
BP42.A2 UM 2002 Hanm

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MOHD. Basyir Omar. Perjanjian jual beli rumah mengikut perspektif undang-undang Muamalah Islam. 2002.
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SARJANA TEKNOLOGI (M. Tech. (Envir. Mgmt.))

2002

NOR Asikir Mamat. Stabilization and solidification of palm oil mill effluent sludge and a pure model study using cementitious technique. 2002.
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PUTRI Nadzrul Faizura Megat Khamaruddin. Compostability of degradable plastics and its use in solid waste disposal. 2002.
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TAN, Poh Aun. Application of GIS as an environmental monitoring tool for ambient air quality. 2002.
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WONG, Pui Wah. Membrane ultrafiltration of treated palm oil mill effluent (POME). 2002.
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IBRAHIM Fikri Mamat. Pengajian Tauhid di Sekolah Menengah Ugama (Arab) Al-Sabirin, Ayer Lanas, Jeli: Suatu kajian mengenai kesannya dalam cara hidup pelajar. 2002.
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PUI, Siaw Inn. Ma liu jia de ba ba she qun: cong wen hua te zheng tan tao qi zu qun shen fen de bian qian yu qu xiang = Komuniti Baba di Melaka: Perubahan dan perkembangan identiti etnik dari segi pemeliharaan ciri-ciri budaya. 2002.
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2003

AMRAN Mohd. Sani. Geologi kejuruteraan lebuhraya Pos Selim-Cameron Highland (km 0 - km 8): Penekanan kepada pemetaan geobencana dan risiko. 2003.
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AMRI Samin. Kajian enapan Pantai Resen: Pemetaan sedimentologi dan proses-proses di pesisir pantai dari Kuala Sepang Besar hingga Tanjung Rhu. 2003.
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JOHARI Jurid. Geologi am kawasan Kuantan, Pahang Darul Makmur dengan penekanan kepada pemetaan taburan batuan Basalt. 2003.
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MOHD. Azizul Md. Hashim. Geologi dan geomorfologi kawasan Kuala Besar hingga Kuala Pengkalan Besar dengan penekanan permatang-permatang Holosen dan perubahan pantai. 2003.
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MOHD. Azamie Wan Abdul Ghani. Petrologi batuan granit di sepanjang Jalan raya Baru Pos Selim, Perak ke Kampung Raja, Pahang (km 0 - km 22). 2003.

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MOHD. Faizal Idris. Geologi am kawasan Kuala Abang-Rantau Abang, Terengganu dengan penekanan kepada kajian permatang pasir Holosen. 2003.

QE299 2002/2003 Mohfi

MOHD. Farid Abu Bakar. Geologi am Pulau Babi Besar, Mersing, Johor Darul Takzim. 2003.

QE299 2002/2003 Mohfab

MOHD. Firdaus Abdul Karim. Geologi am kawasan Kampung Port Weld, Perak dengan penekanan terhadap permatang pasir Holosen. 2003.

QE299 2002/2003 Mohfak

MOHD. Khairul Nizar Shamsuddin. Geologi am dan pemetaan aureol metamorf sekitar Kg. Semugi, Kuantan, Pahang. 2003.

QE299 2002/2003 Mohkns

MOHD. Nizam Abu Bakar. Sedimentologi, perubahan zon pinggir pantai dan implikasinya dari Kuala Sepang Besar hingga Kuala Lukut Besar. 2003.

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MOHD. Razani Zakaria. Geologi am kawasan Kampung Sungai Ular, Kuantan, Pahang Darul Makmur dengan penekanan kepada permatang-permatang pasir berusia Holosen. 2003.

QE299 2002/2003 Mohrz

MOHD. Safuan Ishak. Geologi kejuruteraan jalan raya Ampang-Kuala Kelawang Fasa II, Selangor Darul Ehsan. 2003.

QE299 2002/2003 Moh

KERTAS KERJA PERSIDANGAN / CONFERENCE PAPERS

National Conference on Knowledge Management

(15-16 January 2001: Petaling Jaya)
HD30.2 NCKM

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Keynote address, by Datuk Fong Chan Onn.
2. Leveraging knowledge for better performance and profitability, by Eva Au.
3. The human capital aspect of knowledge management, by Y.L. Huang.
4. Maximizing customer knowledge: customer relationship management to secure competitive advantage, by Graeme Carey.
5. Information technology: the vital enabler of knowledge management systems, by Salwana Ali.
6. Developing, measuring and managing knowledge workers: challenges and issues, by Tay Kay Luan.

Conference on Leading and Managing Strategic Change

(18-19 January 2001: Kuala Lumpur)
HD3028 CLMSC

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Speech, by Tan Sri Abdul Halim Ali.
2. Winds of change: agents of change and key trends shaping business and organizations today, by Sara Hakim.
3. The changing perspectives of corporate culture and strategies to create a winning one, by Peter Shephard.
4. Why do organizations undergo changes and transformation?, by Pun Tian Pouw.

5. Why do organizations undergo changes and transformation?, by Adzhar Ibrahim.
6. Why some change initiatives succeed (and some don't) ..., by Kula Subramaniam.
7. Why some change initiatives succeed (and some don't) ..., by Stuart Dean.
8. The critical role of top management in leading and managing change, by Wilson Tay.
9. Strategies in implementing change and overcoming resistance, by Wan Ainun Radzi.
10. Strategies in implementing change and overcoming resistance, by Khoo Gaik Bee.
11. CEO's talk about change, by Danny Ng.
12. CEO's talk about change, by Erdmann Vogt.
13. Innovative performance management and reward systems for successful change, by Tay Kay Luan.

Malaysia 2001 Strategic Outlook Conference

(30 January 2001: Kuala Lumpur)
HD30.28 MSOC

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Keynote address, by Dato' Mustapa Mohamed.
2. Malaysia's strategic economic and investment outlook in 2001 and beyond, by Dato' Halipah Esa.
3. Malaysia's business and industry outlook, by Sun Whye Mun.
4. Malaysia's business and industry outlook: sustaining recovery, attracting investments, by Nicholas S. Zefferys.
5. Malaysia's market outlook in 2001, by Dominic Armstrong.

6. The year 2001 Malaysia's stock market outlook: better or worse?, by Johan Ngo.
7. Outlook and challenges for the Malaysian economy for 2001, by Latifah Merican Cheong.

Seminar on Globalization and the Knowledge-Economy
(30-31 January 2001: Kuala Lumpur)
HF1418.5 SGKE

Penganjur: Malaysian Institute of Economic Research, 9th Floor, Menara Dayabumi, Jalan Sultan Hishamuddin, P.O. Box 12160, 50768 Kuala Lumpur

1. Economic aspects of foreign financing, by Glenn P. Jenkins.
2. Modern trade policies for the global economy, by Frank Flatters.
3. Globalisation, culture and the WTO, by Christopher Maule.
4. The new economy, globalization and regional trade agreements, by Richard G. Harris.
5. National tax policy in an international economy, by Robin Boadway.
6. Globalization and environmental quality, by Nancy Olewiler.

Seminar on Corporate Governance and Best Practices in Malaysia
(5 February 2001: Kuala Lumpur)
HD2741 SCGBPM

Penganjur: Universiti Malaya, 50603 Kuala Lumpur; and Malaysian Institute of Corporate Governance

1. Speech, by Dato' Anuar Zaini Md. Zain.
2. Corporate governance in Malaysia, by Dato' Megat Najmuddin Khas.
3. The role of academicians in corporate governance initiatives, by Abdul Manap Said.

4. Responsibilities of corporate governance and control of corporate powers, by Philip T.N. Koh.
5. Internal control, risk management and disclosure, by Abdul Samad bin Haji Alias.
6. Implementing corporate governance, by Edwin Wong.

Training Course on "International Politics and Economics for Myanmar Diplomats and Administrators"
(10-25 February 2001: Kuala Lumpur)
JF1411 TCIPEMDA

Penganjur: International Institute of Public Policy and Management (INPUMA), Level 4, Block A, IPSP Building, University of Malaya, 50603 Kuala Lumpur

Vol. I

1. Group motivational workshop, by Raja Maznah Raja Hussain.
2. Understanding Malaysian society and culture, by Jamaliah Mohd. Ali.
3. Globalization: a review of its literature and debates, by Norani Othman and Ishak Shari.
4. Trading into the future: The World Trade Organization.
5. North-South relationship and development, by P. Ramasamy.
6. Development of international politics: the shifting of political hegemony (Part 1 & 2), by K.S. Nathan.

7. International trade and economic integration, by Mahani Zainal Abidin.

Vol. II

8. ASEAN's economic integration, by Mahani Zainal Abidin.
9. Japanese investment to ASEAN, by Junichi Oshima.
10. Political economy of contemporary Japan, by Yoriyumi Watanabe.

11. Public administration reforms in Malaysia: a developing country perspective, by Abdullah Sanusi Ahmad.
12. ASEAN: structure and organization, by Abdullah Sani.
13. History of Malaysia's economic development, by Sadono Sukirno.
14. Industrial development in Malaysia, by Sadono Sukirno.
15. Malaysian agricultural development, by Rahimah Md. Said.
16. Malaysia's distributional policy: poverty eradication program, by Abdullah Abdul Rahman.

Workshop on Italian Technology for Rubberwood Sawmilling and Other Solid Wood Processing
(14 Mar 2001: Kuala Lumpur)
TS802 WITRSSWP

Penganjur: Malaysian Timber Council, 18th Floor, Menara PGRM, 8 Jalan Pudu Ulu, Cheras, 56100 Kuala Lumpur

1. Cognitive investigation on rubberwood sawntimber, by Gabriele Martelli.
2. Complete sawmill plants for rubberwood using band saws, by Primultini S.P.A.
3. Complete sawmill plants for rubberwood using circular saws, by Storti S.P.A.
4. Drying kilns for rubberwood, by Nardi.
5. Sanding and calibrating machines for rubberwood, by Costa Levigatrici.
6. Presses for glue lamination of rubberwood, by Baioni.

Seminar on Corporate Governance in the Unit Trust Industry
(22 March 2001: Kuala Lumpur)
HG4006 SCGUTI

Penganjur: Federation of Malaysian Unit Trust Managers, 19-07-3, 7th Floor, Plaza Kelanamas,

No.19, Lorong Dungun, Damansara Heights, 50490 Kuala Lumpur

1. Keynote address, by Wong Wing Seong.
2. Corporate governance in Malaysia – conformance and performance for the future, by Dato' Megat Najmuddin Khas.
3. Company directors – their powers, rights, duties and functions for management accountability, by Philip Koh Tong Ngee.
4. Internal controls and operational risk management, by Ramesh Pillai.
5. Public accountability and financial reporting, by Ken Pushpanathan.
6. Roles and responsibilities of trustees in unit trust companies, by Joshua Lim Yoke Long.

Regional Seminar on Nipah Virus Infection

(9-12 April 2001: Kuala Lumpur)
QR404.2 N55RSNVI

Penganjur: Jabatan Perkhidmatan Haiwan Malaysia, Kementerian Pertanian Malaysia, 8th & 9th Floor, Wisma Chase Perdana, Off Jalan Semantan, Bukit Damansara, 50630 Kuala Lumpur

1. Overview of Nipah virus infection in Peninsular Malaysia, by Mohd. Nordin b. Mohd. Nor.
2. Epidemiological investigation of Nipah virus infection in pigs, by Aziz Jamaluddin, R. Mahendran, Daniels, S. Shahirudin, M. Bunning and D. Azizah.
3. Report on the epidemiologic studies conducted during the Nipah virus outbreak in Malaysia in 1999, by M.S. Lye ...[et al.]
4. Experimental infections with Nipah virus in pigs, cats and pteropid bats: clinical features, virus excretion and subclinical infection, by P.W. Daniels ... [et al.]
5. Wildlife reservoirs of Nipah virus and other emerging diseases – a regional approach to surveillance, by Hume Field.

6. Clinical and pathological features of the natural Nipah virus infection in pigs, by Shahirudin Shamsudin.
7. Epidemiological investigation of Nipah virus infection in peridomestic animals in Peninsular Malaysia and future plans, by Asiah N.M., Mills J.N., Ong B.L. and Ksiazek T.G.
8. Management of Nipah disease outbreaks, by Abdul Aziz Mangkat.
9. National swine testing and surveillance programme – Phase II, by Ong Bee Lee.
10. Phase three surveillance program for Nipah virus infection in pigs in Malaysia, by Mohd. Mokhtar Arshad.
11. Serological surveillance for Nipah virus infection in horses in Malaysia, by Mohd. Mokhtar Arshad.
12. Emerging paramyxoviruses, by Bryan Eaton and Lin-Fa Wang.
13. Rapid diagnosis of Nipah virus infection, by Maizan M., Mohd. Ali A.R. and Sharifah S.H.
14. Serological screening using ELISA for IgG and IgM, by N. Muniandy.
15. Future needs and developments in diagnostic methods, by Bryan Eaton, John White and Peter Daniels.
16. Surveillance of wildlife for source of Nipah virus, by Johara M.Y., Sohayati A.R., Maria J. Karupaiya A. and Sharifah S.H.
17. Surveillance of wildlife for source of Nipah virus: methodologies and outcome II, by K.B. Chua ...[et al.]
18. Nipah virus preparedness – aspects for a veterinary plan, by Peter Daniels.
19. Pig industry perspective on herb health monitoring and biosecurity in Malaysia, by Choo P.Y.

**Seminar Peluang-Peluang Perniagaan
dalam Kumpulan Malaysian Resources
Corporation Berhad**

(12 April 2001: Kuala Lumpur)
HF3800.6 A46SPPKM

Penganjur: Malaysian Resources Corporation Berhad, Aras 16, Menara MRCB, No.2, Jalan Majlis 14/10, Seksyen 14, P.O. Box 7336, 40712 Shah Alam, Selangor Darul Ehsan

1. Globalisasi dan kesan kepada usahawan Melayu, oleh Dato' Seri Abdul Rahman Maidin.
2. Peluang perniagaan dengan MRCB dan kaedah pendaftaran, oleh Zainal Abidin Abd. Rahim.
3. Peluang-peluang perniagaan dalam bidang pembangunan hartanah oleh Bahagian Pembangunan dan Hartanah MRCB, oleh Dato' Zahari Omar.
4. Peluang-peluang perniagaan dalam bidang kejuruteraan dan pembinaan oleh Bahagian Kejuruteraan dan Pembinaan MRCB, oleh Mohd. Nor Abdul Karim.
5. Peluang-peluang perniagaan dalam bidang pembangunan infrastruktur oleh Bahagian Infrastruktur MRCB, oleh Shaharizuan Shafiei.
6. Peluang-peluang perniagaan dalam bidang multimedia oleh MRCB Multimedia, oleh Khairul Nizar Ismail.
7. Peluang-peluang perniagaan di New Straits Times Press (M) Berhad (NSTP), oleh Zulkhafie Jalil.
8. Peluang-peluang perniagaan di Sistem Televisyen Malaysia Berhad (TV3), oleh Shariman Zainal Abidin.

National Conferene on Tourism

(3-4 May 2001: Penang)
G155 M4NCT

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Welcome speech, by Susan Cheah.

2. Cuti-cuti Malaysia: changing the local mindsets, by Rohizam Md. Yusoff.
3. Health tourism: new concepts and fresh perspectives, by S.L. Chong.
4. Strategising Malaysia as shoppers' paradise, by Mohd. Rosly Selamat.
5. Tourism in the new era: leveraging on technology – the Reliance perspective, by Tan Sin Chong.
6. Off the beaten track: wooing the eco-tourists, by Abdul Halim bin Hassan.
7. Tourism in the new era – facing up to the future, by Joyce Chang.
8. Cuti-cuti Malaysia: changing the local mindsets: the Reliance perspective, by Chan Meng Fatt.
9. Cashing on the mice niche market, by Argus Salim bin Abdul Razak.
10. Airline's role in the promotion of the tourism industry, by Dato' Rashid Khan.
11. State governments role in promoting tourism, by Ahmad bin Tamby Kadir.
12. Strategising Malaysia as shoppers paradise, by Richard Chan Tee Keong.
13. Health tourism: new concepts and fresh perspectives (abstract), by Chong Su-Lin.
14. Closing address, by Datuk Ng Yen Yen.
2. Keeping the edge – staying on top in the new economy, by Ong See Lian.
3. The brave new world of globalisation and liberation – the winners and the losers, by Abdul Rashid Abdul Aziz.
4. The prospect of property investment in Xiamen (special economic zone), China: some observations on critical success factors and risks, by Lim Soon Kam and Razali Abdul Hamid.
5. Government procurement policies and procedures, by Laili Mazni Yahya.
6. Procurement strategy selection for construction contract: an artificial neural network approach, by Gan Eng Toh, Razali bin Abdul Hamid and Roslan bin Amirudin.
7. Misconception of Quantity Surveyors, by Mohd. Zaid Zakaria.
8. The formula behind the success of KLIA project, by Mohamed @ Alias bin Salleh.
9. Quantity surveying program at the International Islamic University Malaysia: a new kid on the block, by Khairuddin bin Abdul Rashid.
10. Total Quality Management in Quantity Surveying education, by Norizan bin Mansor, Wan Yusoff Wan Mahmood, Ismail Haron and Zakaria Mohd. Yusof.
11. Preliminary study of continuing professional development among Malaysian registered quantity surveyors, by Mohd. Hisham Ariffin, Victor Johan Torrance.
12. Perception and expectation of employers on the quality of quantity surveying graduates entering the construction industry, by Rohana Mahbub.
13. Marketing the professional quantity surveying services – an overview, by Lim Yoke Mui and Yap King Keong.
14. Facilities management diversifying the business for the Quantity Surveyors, by Maizan bin Baba.

Quantity Surveyors National Convention

(8-9 May 2001: Kuala Lumpur)

TH153 QSNK

Penganjur: Jabatan Ukur Bahan, Kulliyah Senibina dan Rekabentuk Alam Sekitar, Universiti Islam Antarabangsa Malaysia, Jalan Gombak, 53100 Kuala Lumpur

Vol. I

1. Recent financial crisis in Malaysia: response, results, challenges, by Zubair Hasan.

15. Exploring the usage and opportunities of information and communication technologies quantity surveying firms, by Faridah Yusuf and Iman Darmawan.
16. The use of IT in quantity surveying practice, by Chin Keh Liang.
17. CAD environment for quantity surveying, by Cheng Jew Kien.
18. Elektronik pembinaan (E-pembinaan): pengalaman daripada industri-industri lain, oleh Aminuddin Ibrahim, Razali Abdul Hamid dan Zakaria Mohd. Yusof.
19. The roles and functions of the Quantity Surveyor (QS) from the perspective of the engineers, by Neoh Cheng Aik.

**Konvensyen PERKAMA:
Kaunseling Kecelaruhan Gender**
(Ke-10: 12-13 Mei 2001: Kuala Lumpur)
HQ10 M4KPERKA

Penganjur: Persatuan Kaunseling Malaysia,
Universiti Malaya, 50603 Kuala Lumpur

1. Ujian psikometrik identifikasi kecelaruhan gender, oleh Raja Kamariah Raja Mohd. Khalid dan Dato' Mat Saat Baki.
2. Etiologi kecelaruhan gender, oleh S. Hassan Ahmad.
3. Kecelaruhan gender dari perspektif Islam, oleh Haji Asmungi bin Haji Mohd. Sidek.
4. Pengurusan kecelaruhan gender dari perspektif Islam, oleh Norazman bin Amat.
5. Inventori minat kerjaya, oleh Sidek Mohd. Noah.
6. Aplikasi alat ukuran "Vocational preference inventory" dalam pra pengesanan kecelaruhan gender, oleh Sidek Moh Noah

Konvensyen Industri Kecil dan Sederhana
(26 Mei 2001: Kota Bharu)
HD2346 M4KIKS

Penganjur: Dewan Perniagaan Melayu
Malaysia Negeri Kelantan, Bangunan DPMM

Negeri Kelantan, Aras 2, Lot 171, Jalan Kuala
Krai, 15050 Kota Bharu, Kelantan Darul Naim

Vol. I

1. Ucapan utama, oleh Dato' Mustapa Mohamed.
2. Peluang dan cabaran masa depan industri pengangkutan dalam era globalisasi, oleh Mohd. Nadzmi Mohd. Salleh.
3. Cabaran dan halangan dalam mengharungi globalisasi: kajian kes, oleh Rameli bin Musa.
4. Pengalaman penerokaan E-dagang: satu pendedahan, oleh Nik Rushdi Nik Hassan.
5. Francais sebagai pemasaran strategik dalam era globalisasi, oleh Awalan Abdul Aziz.
6. Kepentingan kualiti dan pembangunan produk dalam menembusi pasaran global, oleh Mohd. Yusoff Zakaria.
7. Analisis keberkesanan pembangunan produk: pengalaman loji pandu kejuruteraan kimia, UTM, oleh Ramlan bin Abd. Aziz.
8. Pengalaman dan persediaan dalam mengharungi cabaran globalisasi industri perabot, oleh Tuan Haji Hanafie bin Haji Yusoff.
9. Pengalaman dan persediaan dalam mengharungi cabaran globalisasi industri pembuatan, oleh Ab. Razak Harun.
10. Peluang dan cabaran industri makanan di era globalisasi, oleh Saharan Hj. Anang, Rashilah Mohamad, Abu Othman A.R. dan Abu Bakar Hussin.
11. Pengalaman dan persediaan dalam mengharungi cabaran globalisasi industri pemakanan, oleh Hj. Sheikh Ahmad Dusuki Sheikh Mohamad.

Vol. II

12. Cabaran dan peluang masa depan industri kraf dalam era globalisasi, oleh Siti Azizah Abod.

13. Isu dan cabaran industri batik bagi menghadapi globalisasi dan AFTA, oleh Kamarozaman Hj. Salleh.
14. Peluang dan cabaran industri perabot dalam era globalisasi, oleh Haji Ismail Nik Taib.
15. Pengalaman dan persediaan dalam mengharungi cabaran globalisasi industri perubahan, oleh Dato' Hamzah bin Hasan.
16. Peluang dan cabaran masa depan industri pembuatan dalam era globalisasi, oleh Fozian b. Ismail.
17. Peluang dan cabaran ekonomi negeri Kelantan dalam persediaan ke arah AFTA 2003, oleh Dato' Hj. Wan Mohamad bin Wan Konok.
18. Perubahan dalam sektor kewangan dan persediaan IKS terhadap globalisasi: satu perspektif Bank Negara, oleh Awang Adek Hussin.
19. Menangani globalisasi dan perubahan organisasi: cabaran terhadap sumber manusia, oleh Arifin Hassan.
20. Cabaran dan halangan sektor kewangan di era globalisasi: satu perspektif usahawan, oleh Barjoyai bin Bardai.
21. Pengalaman dan persediaan dalam mengharungi cabaran globalisasi industri pengangkutan, oleh Datuk Elias Kadir.
22. Phytochemical processing, by Sulaiman Ngadiran.
23. Produk aromaterapi: suatu pendekatan ke arah kehidupan yang lebih berkualiti melalui alam semulajadi, oleh Rosnani bte Hisham.
24. Introduction to food packaging, by Lee Ting Hun.
25. Bagaimana memastikan pengkomersialan produk dengan berjaya menembusi pasaran global?, oleh Tuan Haji Nor Rashid Ismail.
26. E-dagang: bagaimana memulakan E-dagang dengan berkesan, oleh Ghazali Rahmat.

Kongres Kebangsaan Sains & Teknologi Melayu

(28-29 Mei 2001: Shah Alam)
DS595 M2KKSTM

Penganjur: Pusat Penggalakan Keintelektualan dan Kemajuan Teknologi (CIPTA), 6th Floor, Bangunan Setia I, No.15, Lorong Dungun, Bukit Damansara, 50490 Kuala Lumpur

1. Peranan institusi sains dan teknologi untuk meningkatkan pencapaian saintis dan teknologis Melayu: satu penilaian, oleh Tan Sri Ahmad Zaharudin Idrus.
2. Penggunaan E-dagang dan E-ekonomi bagi membangunkan masyarakat perindustrian dan perdagangan, oleh Tan Sri Dato' Abdul Khalid bin Ibrahim.

National Medico-Legal Conference

(3rd: 2-3 June 2001: Kuala Lumpur)
R724 NLMC

Penganjur: Malayan Law Journal Sdn. Bhd., Unit A-5-1, 5th Floor, Wisma HB, Megan Phileo Avenue, 12 Jalan Yap Kwan Seng, 50450 Kuala Lumpur

1. Keynote speech, by Dato' Mahadev Shankar.
2. Human rights violation: access to justice, by L.R. Penna.
3. Human rights violations: role of courts in providing access to justice, by Shad Saleem Faruqi.
4. Human rights violation: access to justice, by Raja Aziz Addruse.
5. Human rights and medical ethics, by M.K. Rajakumar.
6. HIV/AIDS and human rights, by Datin Paduka Marina Mahathir.
7. HIV/AIDS and human rights: the medical perspective, by Christopher K.C. Lee.
8. Patient rights in a consumer driven environment (Consumer and provider rights), by Stuart Pack.

9. Ethics in patient care – a joint responsibility of the public and private sector, by Dato' Dr. K. Inbasegaran.
10. Making decisions for patients lacking capacity to consent, by Richard J. Veerapen.
11. Who should decide for persons lacking the capacity to consent?, by Sharon Kaur.
12. Unsafe abortions – a plea for action, by Ravindran Jegasothy.
13. Termination of pregnancies: law and medical practice. Is there a need for reform?, by Roy Rajasingham.
14. Investigation of suspicious deaths and deaths related to violence, by Kasinathan Nadesan.
15. The coroner's system of medico-legal investigation of deaths in Singapore (abstract), by Wee Keng Poh.
16. The universal declaration of human rights: is it universal? By Dato' Param Cumaraswamy.
6. Women and entrepreneurship: changing the rules, by Eduardo Ramos Gomez.
7. Women and politics in ASEAN, by Kanwaljit Soin.
8. Leadership in the 21st century – women and politics, by Irene M. Santiago.
9. Leadership in the 21st century: women and politics – Cambodian women lagging behind their ASEAN neighbors, by Tioulong Saumura.
10. Globalization and women's business: threats or opportunities?, by Lorraine Corner.
11. Globalisation and its impact on women – threats or opportunities, by Jenny Varcoe-Cocks.
12. Women in the global knowledge economy, by Shanti L. Poesposoetjpto.
13. Re-sensitising women leaders of the K-economy era to the new realities facing women and the women's movement, by Jamilah Ariffin.

ASEAN Women Leaders Convention

(4-5 June 2001: Singapore)
HQ1240.5A785AWLC

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Welcome remarks, by Jannie Tay.
2. Welcome remarks, by Mirzan Mahathir.
3. Empowering women; leadership in action, by Aline Wong.
4. Creating opportunities out of today's challenges: woman in business and management, by Suryani Sidik Motik.
5. Leveraging the opportunities for change: the role of women in management, by Ann Sherry.
14. The new knowledge economy: transforming business and leadership, by Yee-Tang Jee Hong.
15. Trends in E-business and implications for women, by Chong Yoke Sin.
16. The Internet and e-business from idea to reality, by Eva Au.
17. Women and the Net, by Fione Tan.
18. Social concerns affecting women: issues and challenges, by Shirley Lim.
19. Stand with the mermaids, by Byrne Henderson.
20. Closing address, by Datin Seri Endon Mahmood.

Seminar Sehari Seni Bina dan Seni Ukiran Kayu Melayu

(6 Jun 2001: Kuala Lumpur)
NA7456.5 SSSBSUKM

Penganjur: Muzium Seni Asia, Universiti Malaya, 50603 Kuala Lumpur

1. Rumah sebagai manifestasi jatidiri Melayu, oleh Norazit Selat.
2. Pemuliharaan warisan seni bina dan seni ukir Melayu, oleh Zawawi bin Hj. Itam Osman.
3. Kepelbagaian bentuk rumah Melayu: satu tinjauan sejarah, oleh Othman Yatim.
4. Seni bina tradisi: tinjauan dari sudut etnis dan antropologi, oleh Abdul Rahman Al-Ahmadi.
5. Struktur binaan rumah tradisional Melayu, oleh Ezrin Arbi dan Zunaibi Abdullah.

Inter Co-op Tourism Seminar

(11-13 June 2001: Kuala Lumpur)
G155 M4ICTS

Penganjur: Angkatan Koperasi Kebangsaan Malaysia Berhad, Wisma Ungku A. Aziz, Jalan SS 6/3, Peti Surat 8797, Pejabat Pos Kelana Jaya, 46798 Petaling Jaya

1. Global market overview of tourism industry, by John G.C. Kester.
2. Global code of ethics for tourism, by John G.C. Kester.
3. Social tourism, by Maurizio Davolio.
4. Is community tourism on its own sustainable?, by Marie O'Donnell.
5. School co-operative tourism: Malaysian experience, by Khairiah Abdullah.
6. Co-operative tourism market: present products and services, by Maurizio Davolio.
7. Designing, packaging and marketing of tourism product, by Nor' Ain Othman.

National Conference on Hospitality and Tourism Educators

(1st: 14-15 June 2001: Kuala Lumpur)
G155 NCHTE

Penganjur: Taylor's College School of Hospitality and Tourism, 63 Jalan 3/93, Off Jalan Palong, Taman Miharja, Batu 2 ½, Jalan Cheras, Kuala Lumpur

1. International tourism: travel statistics and trends, by Shaharuddin Tahir.
2. Putting the emphasis on lesser emphasized areas of tourism education: a practitioner's perspective, by Michael Heah.
3. The need to emphasise and promote responsible tourism in hospitality / tourism education, by Sulong Mohamad.
4. Strategic alliances in tourism education, by Nor'ain binti Haji Othman.
5. Challenges in nature tourism, by Maryati Mohamed.
6. Practical practicum and industrial placement-expectation vs reality, by Kitty Lee.
7. National skills qualification for the hospitality and tourism industry in Malaysia – challenges and prospects, by Pang Chau Leong.
8. Hospitality vocational training in Australia, by J.S. Mc Cullough.
9. Research and development in nature tourism training, by Danny T.W. Chiew.
10. Practical training from students' perspective: problems during industrial placement, by Basri bin Rashid.
11. Training local nature guides as sustainable nature tourism service providers, by Wan Sabri Wan Mansor.
12. The Bachelor's programme in management: hospitality and recreation at UPM, by Ishak Haji Omar.

13. The new legitimacy of degrees/ qualifications in tourism and hospitality in France, by Jacques Defosse.
14. Tourism education in the structure plans of Malaysia, by Che Musa Che Omar.
15. Short executive development course for the hospitality industry: an evaluation of the programme in UMS, by Jennifer Chan Kim Lian and Awangku Hassanah Bahar Pengiran Bagul.
16. The challenge of e-learning: managing and maximizing opportunities, by Vikneswaran Nair.
17. Making a career of tourism: Langkawi secondary school students' future perspective, by Shaharuddin Tahir, Abdul Razak Chik, Shamsul Bahrain Rawi, Hamimi Omar and Suzzaini Abdullah.
18. Graduate program in hospitality management: is it a practical priority?, by Ibrahim Abdul Hamid.
19. Training tourism planners: case study of the tourism planning programme at Universiti Teknologi Malaysia, by Amran Hamzah, Zainab Khalifah and Nor Azina Dahlan.
20. English for hospitality purposes, by Minah Harun.
21. Implementation of NOSS learning module for tourist guide: Malaysia Airlines Academy experience, by Haji Zulkifly Baharom.
22. The synergy of combining industry competencies requirement with the requirements of tourism and hotel curriculum, by Juanna Judith Huliselan.
23. Capstone courses in hospitality programmes: rationales, characteristics and pedagogical issues, by Abdul Kadir Haji Din.
24. Tourism education: maintaining relevancy in a dynamic environment, by Nor Khomar Hj. Ishak.
25. The future trends in Indonesian tourism education, by Hajah Maryam Mihardjo.
26. Human resource considerations in the hospitality industry: towards a virtuous cycle, by Pradeep Nair, Jean Michel Fraisse and Fabienne Bourgeois.
27. Future trends and scenarios in tourism: a case study on the capacity of tourist infrastructure in Malaysia, by Badaruddin Mohamed and Nikmatul Adha Nordin.

INFOSOC Malaysia Conference

(14-15 June 2001: Penang)

QA75.5 INFOSOCM

Penganjur: NITC Malaysia, c/o MIMOS Berhad, Technology Park Malaysia, 57000 Kuala Lumpur

Vol. I

1. Intensifying the knowledge content in the manufacturing sector, by Datuk Paul Low.
2. Intensifying the k-content in agriculture: the case of oil palm, by Datuk Dr. Yusof Basiron and S.C. Cheah.
3. Overall k-economy measurement model: a proposed approach, by Wan Latifah Wan Mohamad.
4. Total factor productivity: measuring the IT contribution, by Mah Lok Abdullah and Goh Swee Seang.
5. Imperatives for the K-economy: challenges ahead, by Victor Wee.
6. Globalisation and the knowledge society, by Chee Yoke Ling.
7. Towards k-society: are we ready?, by Narimah Ismail and Musa Abu Hassan.
8. The role of ICT in national unity: the SS3 experience, by Wong Sai Hou.
9. E-learning and human resource development in bridging the digital divide of countries in ASEAN region: recent development, issues and challenges, by Kim Phaik Lah.

10. Measures of e-readiness for K-society and k-economy, by Gan Siowck Lee and Stephen John Lee.

11. E-readiness for K-society and K-economy public services, by Rosniwati Mohd. Nasir.

Vol. II

12. Towards electronic delivery of public services, by Muhammad Rais Abdul Karim.

13. Towards responsive, effective and efficient local government in the information age: the MPSJ experience, by Arpah Abdul Razak.

14. The expectations of consumers with regards to responsive, efficient and effective public services, by Mary Assunta.

15. On the road to Finnish information society: a statistical experience, by Lea Parjo.

16. Current status of the ICT sector in the statistical system, by Chellam Palanyandy.

17. Measuring knowledge development in the information era: Knowledge Imperative Index (KIX), by R. Ramachandran.

18. Sociological approach in measurement of the quality of ICT services and programmes in Malaysia, by Mohd. Razali Agus and Rita William Abong.

19. Monitoring and evaluating E-community development: experiences from pilot projects in Malaysia, by Abd. Rahim Md. Noor.

20. Early experience of the implementation of ForensikNet.Com, by Shahrom Abd. Wahid.

21. KepalaBatas.net – participatory approach: the first mile of connectivity, by Siti Haniza Mohd. Nazri.

Vol. III

22. Subang Jaya e-community: an organic Online community of the people, by the people, for the people, by Jeff Ooi.

23. Exploring the role of families in educating and nurturing a k-generation, by Soon Koi by Hj. Mohamad Fauzan Hj. Noordin and Hjh. Roslina Hj. Othman.

24. Participatory Research (PR): an alternative approach to ICT program evaluation, by Noor Bathi Badarudin.

25. Advantages of e-procurement: an empirical study on Malaysian industries, by Zaifuddin Majid and Noor Raihan Ab. Hamid.

National Healthcare Conference & Exhibition

(9th: 18-20 June 2001: Kuala Lumpur)
RA395 M4NHCE

Penganjur: Association of Private Hospitals of Malaysia, Suite 50, 4th Floor, Pantai Medical Centre, 8 Jalan Bukit Pantai, 59100 Kuala Lumpur

1. Information systems help patients and providers breathe easier, by Craig A. Shutt.

2. Enhancing your image through customer service training, by Womack Rucker and Fred Lee.

3. Towards client satisfaction (keynote address), by Tan Sri Dato' Abu Bakar Suleiman.

4. Wellness paradigm – a shift in patient management, by Datu Hj. Mohamad Taha bin Arif.

5. Ensuring equitable access: risk-rating vs community – rating in healthcare provision, by Syed Mohamed Aljunid.

6. Cost containment tool: activity based costing, by Andrew S.G. Lim.

7. Clinical and social issues facing hospitals, by Ravindran Jegasothy.

8. Healthcare: a social obligation or a personal responsibility?, by K. Balasubramaniam.

9. Health Management Information System (HMIS), medical care (Implementation of ICD-10), Malaysian experience, by Lailanor bin Hj. Ibrahim.

10. Advertising or information?, by Che Mohd. Zain bin Che Awang.
11. Using benchmarking to achieve best practice in client satisfaction, by Cheryl Herbert and Jacqui Parle.
12. Building the foundation for an agile healthcare business, by Chow Sang Hoe.
13. E-satisfaction in telehealth: through the eyes of the patient, by Mark Brommeyer.
14. Taiwan's national health insurance: overview and perspectives, by Hong-Jen Chang.
15. National health care financing: views the Ministry of Health, by Dato' Dr. Hj. Mohd. Ismail Merican.
16. The Medisave experience in Singapore, by Ng Yao Loong.
17. New concepts in delivery of health care, by James Chou.
18. Impact on new technologies in healthcare, by Lenny Tan.
19. Creativity in HRM, by Lai Tak Ming.
20. In-home step-down care services and the impact on hospitals, by Joyce Stephan.
21. Changing face of healthcare – what are the expectations? Doctor's viewpoint, by N. Athimulam.
22. Changing face of healthcare – what are the expectations? Public hospital, by G. Jayasubramaniam.
23. Changing face of healthcare – what are the expectations? The private hospitals perspective, by Chakr Sri Na Nagara.

**Seminar Ke Arah Pembangunan Baitul Mal
Kebangsaan**

(26-27 Jun 2001: Kuala Lumpur)
BP190.5 P7SKPBMK

Penganjur: Institut Kefahaman Islam Malaysia,
Lot 26647, Jalan Langgak Tunku, Off Jalan Duta,
50480 Kuala Lumpur

1. Konsep dan peranan *bayt al-mal* di zaman kegemilangan Islam, oleh Abdullah Alwi Haji Hassan.
2. Baitul Mal dan bagaimana ia patut berperanan dalam ekonomi moden, oleh Nik Mustapha Hj. Nik Hassan.
3. Pengendalian Baitulmal di Wilayah Persekutuan, oleh Zainal Abidin Jaafar.
4. *Bait al-mal*: konsep asal dan amalan masa kini, oleh Zakariah Abdul Rashid.
5. Peranan pembiayaan *Baitul Mal* di dalam pembangunan ekonomi, oleh Saiful Azhar Rosly.
6. Sumber hasil pendapatan negara: pengalaman Malaysia, oleh Dato' Zainol Abidin Abd. Rashid.
7. Ke arah penubuhan Baitulmal Kebangsaan di Malaysia: isu-isu berkaitan perundangan, oleh Abdul Monir Yaacob.
8. Penubuhan Baitulmal Kebangsaan: suatu keperluan menurut undang-undang kehartaan Islam di Malaysia, oleh Ruzian Markom.
9. Ke arah penubuhan Baitulmal Kebangsaan di Malaysia: isu-isu berkaitan ekonomi, oleh Hailani Muji Tahir.
10. Ke arah penubuhan Baitulmal Kebangsaan di Malaysia: isu-isu berkaitan ekonomi, oleh Haji Zakariya Man.

Info Security 2001 Conference

(3rd-5 July 2001: Subang Jaya)

QA76.9A25ISC

Penganjur: Malaysia National Computer Confederation, Unit 916, 9th Floor, Block A, Damansara Intan, 1 Jalan SS 20/27, 47400 Petaling Jaya

1. The national information security policy, by Dato' Halim Shafie.
2. ICT security – a big picture, by Mohamed Awang Lah.
3. Protecting national e-sovereignty in the borderless world, by Husin Jazri.
4. National standards for information security, by Hasannudin Saidin.
5. Risk assessment: how much security is enough?, by Ong Ai Lin.
6. Another perspective on the Cyberlaws: a developmental analysis, by Ramesh Kumar Nadarajah.
7. Know thy attacker?, by Ben Barton.

Vol. II

8. Forming a Computer Security Incident Response Team, by Raja Azrina Raja Othman.
9. Management of ICT Security Incident Response for Malaysian public sector, by Suhazimah Dzazali.
10. The methodology of incident handling, by Mathew McGlashan.
11. Malaysian public sector management of information and communications technology security handbook, by Hj Sapiyah Hj. Sakri.
12. Policing security: a technical approach, by Ashish Kumar.
13. Arahan keselamatan 'The Black Book' in relation to ICT security, by Haji Mohd. Ismail bin Ahmad.

14. Infrastructure security (network), by Jamalul-lail bin Abdul Manan.

15. Security features in Government Multi purpose Card (GMPC), by Zaharah Rashid.

16. Cyberjaya – the making of an intelligent city, by K.O. Lim.

17. Misinformation and disinformation, by Nordin Othman.

18. Fear, uncertainty and doubt: reflection on cyber weapons, by Dato' Mohd. Zaki Wan Mahmood.

19. Battling for misinformation in cyberspace, by Haji Aznan Mat Piah.

20. Security officer roles and responsibilities: a perspective, by Syed Muhamed Syed Hussin.

Vol. III

21. Data protection and privacy: issues and challenges, by Mohd. Nor Aziz.

22. Security management issues, by Ben Barton.

23. Effective secure desktop implementation techniques – the PETRONAS experience, by Omar Zambri Mahmud.

24. Effective content filtering: a new paradigm in protecting your network from malicious content attacks, by Anthony Kuo.

25. Secure office environment: MIMOS experience, by Raja Noor Ainin Raja Zainal Bidin.

26. Effective firewall implementation and approach, by Azuddin Ab. Rahman.

27. Public Key Infrastructure development in Malaysia, by Lee Hoi Teck.

28. Security in remote learning environment, by Kasmiran Jumari.

29. Security network implementation, by Shahrin Sahib.

30. Nurturing graduates in ICT security, by Norbik Idris.

31. Virus deterrent and inoculation: protection against computer viruses, worms and Trojans, by Justin Tan.

MSC International Cyberlaws Conference
(2nd: 5-6 July 2001: Kuala Lumpur)
K564 C6MSCICC

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Embracing the virtual world – roles and challenges of the law (Opening address), by Dato' Rais Yatim.
2. Internet 101: beginner's guide and refresher session, by John Chong and Azman bin Othman Luk
3. Updates on IPRs: impact on the MSC, by Khaw Lake Tee.
4. Domain names: impact of international developments and local initiatives in dispute resolution, by Ramesh Kumar Nadarajah.
5. Intellectual property: building a legal and regulatory framework – the Dubai Internet city experience, by Gerard Hobby.
6. Cyberlaws review – digital signature: Digital Signature Act 1997 – revisited, by Khairul Shahrin Khalid.
7. Electronic signatures: the Singapore experience, by Ken Chia.
8. Commentary on the Computer Crimes Act – a comparative analysis, by Rajesh Sreenivasan.
9. Telehealth: issues and concerns, by P.S. Rajan.
10. Bringing a movie Online: the pirate and the producer, by Hemanshu Nigam.
11. Consumer protection in the Internet Age, by Peter B. Maggs.
12. E-commerce and personal data privacy, by Stephen Lau.

13. E-finance: minimum regulation of Internet banking, by Lee Foong Mee.
14. Issues relating to electronic commerce in the capital market, by Wong Sau Ngan.
15. E-finance: from credit cards to E-cash, by Benjamin Ng.

National Regulatory Seminar
(17-18 July 2001: Subang Jaya)
RS3 NRS

Penganjur: Biro Pengawalan Farmaseutikal Kebangsaan, Kementerian Kesihatan Malaysia, Jalan Universiti, Peti Surat 319, 46730 Petaling Jaya, Selangor Darul Ehsan

1. Malaysia's QUEST towards product excellence (keynote address), by Mohamad Taha bin Arif.
2. Industry's perspectives on global and local product registration, by Roy Shyng.
3. Quality control requirements of investigational new drug submissions under clinical trial reforms in Canada, by Sultan Ghani.
4. Future direction of biotechnology for pharmaceuticals: quality and safety issues, by Jacqueline Dayan-Kenigsberg.
5. Promoting high quality clinical trials on vaccines in Asia Pacific, by Hans Ludwig Bock.
6. Herbal ingredients in cosmetics and toiletries, by Anna Skopek.
7. Cosmetics or not?, by C. Bouillon.
8. Strategy of getting pharmaceuticals into the European market, by Siu Ping Lam.
9. Opportunities and limitations of conducting clinical research in Asia (abstract), by Ellick Wong.
10. Dietary supplements from the view point of a nutritionist (abstract), by Tee E. Siong.
11. Pharmacovigilance – regulatory (abstract), by Melvin Toh.

12. Efficacy and safety of cosmetic products: cosmeto-clinical trials versus pharmaceutical clinical trials, by Marie-Laurence Abella.
13. Challenges in conducting clinical trials in Asia: ethical considerations, by C.C. Lang.
14. Promoting Malaysian herbal industry: industry-government partnership, by Syed Kamaruddin Wazir.
15. Export market access and promotion (abstract), by Merlyn Kasimir.

Seminar Penerbitan Bahan Elektronik dan Undang-Undang

(18 Julai 2001: Kuala Lumpur)
Z286 E43SPBEU

Penganjur: Perpustakaan Negara Malaysia, 232
Jalan Tun Razak, 50572 Kuala Lumpur

1. Kedudukan terkini penerbitan elektronik Malaysia, oleh Roosfa Hashim.
2. Peruntukan undang-undang negara berkaitan dengan kawalan penerbitan, oleh Abd. Ghafar Dolah.
3. e-Book – its hardware, software and solution: an e-Buku experience, by Ng Kok Fen and Isaac Tan
4. Producing and marketing electronic materials CIE's experience, by Lin Teik Leong and Chin Mei Len.
5. Penerbitan elektronik: cabaran terkini Arkib Negara Malaysia, oleh Hajah Mahfuzah binti Yusuf.
6. Penyerahan bahan elektronik bawah Undang-Undang Penyerahan Penerbitan: cabaran dan peluang bagi Perpustakaan Negara Malaysia, oleh Haji Wan Ali Wan Mamat.

National Conference on Housing & Urban Governance

(20-21 July 2000: Petaling Jaya)
fHD7363.3 NCHUG

Penganjur: Asian Strategy & Leadership

Institute, Level 14, Menara Sunway, Jalan Lagoon Timur, Bandar Sunway, 46150 Petaling Jaya, Selangor Darul Ehsan

1. Welcome address, by Datuk Eddy Chen.
2. Keynote address, by Dato' Seri Ong Ka Ting.
3. The state of the housing and property industry, by Datuk Eddy Chen Lok Loi.
4. A critical assessment of the housing and property market performance: past, present and future, by Mani Usilappan.
5. A critical assessment of the housing and property market performance, by Ravindra Dass.
6. A critical assessment of the housing and property market performance, by Lim Lay Ying.
7. Urban governance in improving quality of urban living, by Tan Sri Dato' Kamaruzzaman Shariff.
8. WTO and GATS – impact on the property and construction industry, by Abdul Razak bin Hj. Ramli.
9. WTO and GATS: impact on property and construction industry, by Mohamed bin Mohd. Nuruddin.
10. WTO and GATS – impact on the property and construction industry, by Dato' Abu Hashim Abd. Ghani.
11. Innovative housing approaches: new directions and technologies for the 21st century, by Ahmed Tasir Lope Pihie.
12. Innovative housing approaches: new directions and technologies for the 21st century, by Tan Lei Cheng.
13. New directions and technologies for the 21st century, by P. Kasi.
14. Innovative housing approaches: new directions and technologies for the 21st century, by Tony Tan Keng Joo.

15. Urban governance – issues and challenges: the local agenda 21 approach, by Aizi Razman bin Ismail.
16. Urban governance – issues and challenges in the context of Malaysia, by Phang Siew Nooi.
17. Planning cities of the future, by Zainuddin bin Muhammad.
18. Planning cities of the future, by Khairiah Talha.
19. Planning cities of the future, by Dato' Parid Wardi Sudin.
20. The planning of Putrajaya: creating the essence of cities, by Jebasingam Issace John.
21. Strategies for successful property development, by Dato' Alan Tong.
22. Strategies for successful property development, by Wong Choon Kee.
23. An update on the amendments to the Housing Development (Control and Licensing) Act 1966 and its related legislation (closing address), by Datuk Peter Chin Fah Kui.
5. Pembangunan ekonomi Malaysia dalam abad 21 – cabaran dan prospek, oleh Sulaiman b. Mahbob.
6. Syariat Islam dan pembangunan ekonomi: satu kajian statistik, oleh Abdul Rahim Anuar dan Rohani Usop.
7. Enhancing cross border trade between Sarawak and West Kalimantan, by Ahmad Nizar Yaakub.
8. Positioning Malaysian higher learning institutes: an application in marketing strategy, by Rohaizat Baharum, Ebi Shahrin Sulaimen and Abu Bakar Abd. Hamid.
9. Masyarakat Melayu: isu dan cabaran terhadap tamadun Melayu, oleh Hashim Hj. Musa.
10. Identity, continuity and silat: some dilemmas for cultural continuity in a time of rapid change, by Philip H.J. Davies.
11. Kemampuan bangunan warisan dalam mendepani cabaran urbanisasi: satu tinjauan di Kuala Lumpur, oleh Yazid bin Saleh.
12. Isu-isu dan cabaran social masyarakat India Malaysia dalam puisi Tamil Malaysia, oleh Sababathy Venugopal.

Simposium Kebangsaan Masyarakat Malaysia: Isu dan Cabaran Abad Ke-21
(22-24 Julai 2001: Kuala Lumpur)
DS592 SKMMICAE

Penganjur: Fakulti Sastera dan Sains Sosial,
Universiti Malaya, 50603 Kuala Lumpur

Vol. I

1. The urban society in Malaysia: poverty amidst plenty, by Fauza Ab. Ghaffar.
2. "Ayah, mana Mak?" transformasi social keluarga petani Melayu di Pulau Pinang, oleh Suriati Ghazali.
3. Bending or breaking? Wage flexibility and security in Malaysia, by Lee Hwok Aun.
4. Permasalahan sosial rakyat Malaysia mengikut kawasan penempatan, oleh Haris Abd. Wahab.

15. Politik Malaysia mutakhir: penciptaan semula UMNO dan cabarannya, oleh Hussain Mohamed.

Vol. II

16. Degradasi alam sekitar dan kesejahteraan masyarakat Malaysia: isu dan cabaran pada abad ke 21, oleh Jamaluddin Md. Jahi.
17. Banjir dan masyarakat: satu analisis ancaman bahaya di kawasan-kawasan setinggan, oleh Mariney Mohd. Yusoff dan Khairulmaini Osman Salleh.

18. Recreational facilities: creating awareness and needs for recreation in Malaysian society, by Azmi Ahmad Baharom and Ismail Mohd. Yusof.
19. Etnik dan identity abad ke 21, Malaysia dan Afrika Timur: satu perbandingan, oleh Hamidin Abd. Hamid.
20. Interaksi etnik Cina dan bumiputra Sarawak, oleh Welyne Jeffrey Jehom.
21. Konflik bangsa dan agama: pengalaman India, iktibar untuk Malaysia, oleh Azharudin Mohamed Dali.
22. Kg. Baru: ethnic phenomenology within an urban space, by Wan Salleh Wan Ibrahim.
23. Planning for an urbanising nation: towards a better quality of life, by Dato' Wan Mohamad Mukhtar Mohd. Noor.
24. Migrasi kaum Melanau ke Bandar Sibu, oleh Samsudin bin Suhaili.
25. Bangunan tinggi, penduduk padat: realiti dan cabaran kehidupan bandar, oleh Norhaslina Hassan, Melasutra Md. Dali dan Jamalunlaili Abdullah.
26. An urban village in Malaysia – a case of Kampung Morten, Malacca, by Sharifah Norazizan Syed Abd. Rashid.
27. Peranan bandar baru dalam proses pembandaran, oleh Dasimah bt. Omar.
28. Geographical information technology and its benefit to society, by Mohamed Nazari Jaafar and Khairulmaini Osman Salleh.
29. Teknologi maklumat dalam pengangkutan: isu dan cabaran masyarakat Malaysia abad ke 21, oleh Noresah Mohd. Shariff.
30. ICT policy in Malaysia: issues of access and equity, by Noor Bathi Badarudin.
31. Cabaran pemantauan dasar pemindahan teknologi di Malaysia, oleh Noraini Ibrahim.

Vol. III

32. Etika dan nilai Malaysia abad 21: suatu renungan, oleh Zainal Kling.
33. The practice of Hindu ethics in Malaysia, by N. Kanthasamy.
34. Alam sekitar dalam novel Thriller: satu analisis awal, oleh Maharam Mamat.
35. Pemerkasaan Islam dan pertembongan budaya 1975 hingga 2000, oleh Mohamad Abu Bakar.
36. Religion and religiosity: measurable constructs?, by Khairul Anwar Mastor.
37. Gender imbalance in academic texts: implications for language policy in education, by Hajjah Jariah Mohd. Jan.
38. Sumbangan NGO wanita dalam politik: kerjasama NCWO dengan kerajaan, oleh Nik Safiah Karim dan Makmor Tumin.
39. Ekspektasi masyarakat Melayu mengenai peranan gender dan hubungannya dengan politik: satu perbandingan antara UMNO dan PAS, oleh Zaireeni Azmi.
40. Masyarakat Malaysia: isu dan cabaran bagi merealisasikan satu bangsa dan satu bahasa, oleh Asmah Haji Omar.
41. Sekolah wawasan: cabaran dan hala tuju dalam abad ke-21, oleh Ahi Sarok dan Stanley Bye Kadam Kiai.
42. Pendidikan jarak jauh: cabaran abad ke 21, oleh Zuraini Zakaria.
43. Pendidikan seni dan perancangannya di abad 21, oleh Hj. Ibrahlim Hassan dan Roskang Jailani.
44. Teknologi kemanusiaan dan cabaran masyarakat Malaysia abad ke 21, oleh Hairudin bin Harun.
45. Pentingnya komponen bioetika dalam kurikulum asas mahasiswa jurusan sains dan teknologi, oleh Siti Nurani Mohd. Nor.

46. Malaysian society and health: issues and challenges in the 21st century, by Mohd. Amin Jalaludin.
47. Recreational facilities: creating awareness and needs for recreation in Malaysian society, by Azmi Ahmad Baharom and Ismail Mohd. Yusof.
48. Masyarakat India Malaysia adalah masyarakat pinggiran: satu tinjauan umum, oleh M. Krishanan.
49. Pilihanraya Parlimen 1999 di Johor dan Kelantan – satu analisis geografi, oleh Amer Saifude bin Ghazali, Mohd. Nazari bin Jaafar and Nordin bin Sakke.
50. Landscape therapy for better hospital environments: charting new directions for Malaysia, by Wan Salleh Wan Ibrahim, Anuar Mohd. Noor and Norliza Mohd. Yusof.
8. Idealisme keadilan undang-undang: karya ketatanegaraan sebagai respons intelektual terhadap undang-undang adat Melayu, oleh Jelani Harun.
9. Pengamalan ilmu usul al-fiqh di dalam sastera undang-undang Melayu: satu analisis, oleh Rahimin Affandi Abd. Rahim.
10. Struktur dan organisasi politik Melayu tradisi: satu telaah dari *Adat Raja-Raja Melayu*, oleh Zainal Abidin Borhan.
11. Warkah-warkah perjanjian Melayu lama: suatu analisis genre, oleh Ab. Razak Ab. Karim.

Vol. II

12. Undang-undang dalam novel-novel Melayu, oleh Hamzah Hamdani.
13. Protes dan fitnah dalam novel-novel Melayu, oleh Ramli Isin.
14. Pendiisiplinan dalam penulisan kritikan sastera, oleh Dato' Haji Hashim Awang.
15. Undang-undang dalam nyanyi panjang *Bujang Tan Domang*, oleh Bazrul Bahaman.
16. Hak dan kebebasan wanita dalam teks sastera Melayu, oleh Zahir Ahmad dan Norhayati Ab. Rahman.
17. Perlanggaran hak dalam sastera Melayu, oleh Sahlan Mohd. Saman.
18. Pelonggaran perundangan hidup dalam drama Melayu, oleh Rahmah Haji Bujang.
19. Hukuman dan undang-undang: konsep keadilan dalam karya-karya Usman Awang, oleh Mohamad Mokhtar Hassan.
20. Persoalan ketidakadilan dalam puisi Melayu moden, oleh Kamaruzzaman A. Kadir.
21. Gaya bahasa dalam sastera undang-undang, oleh Nik Safiah Karim.
22. Teks undang-undang Sembilan Puluh Sembilan Perak – larasnya atau gayanya?, oleh Nuwairi Haji Khaza'ai.

Seminar Kesusasteraan dan Undang-Undang

(26-27 Julai 2001: Kuala Lumpur)
PL5098 SKU

Penganjur: Akademi Pengajian Melayu, Universiti Malaya, 50603 Kuala Lumpur

Vol. I

1. Copyright, creativity and content regulations in the new millennium, by Ida Madieha bt. Abdul Ghani Azmi.
2. Penulis dan undang-undang fitnah, oleh Kamal Halili Hassan.
3. Kebebasan berkarya dari perspektif undang-undang perlembagaan, oleh Faridah Jalil.
4. Jenayah dalam dunia kreatif: fenomena yang perlu ditangani dengan bijaksana, oleh Abdul Razak Mohd. Kassim.
5. Sastera undang-undang: satu perspektif sejarah, oleh Abdullah Zakaria bin Ghazali.
6. Undang-undang adat perpatih, oleh Norazit Selat.
7. Kedudukan lelaki dan wanita dalam hukum kanun, oleh Abu Hassan Sham.

23. Undang-undang sastera, sastera undang-undang dan undang-undang bahasa, oleh Sanat Mad. Nasir.

Timber Marketing Seminar

(31 July 2001: Kota Kinabalu, Sabah)

HD9766 M4TMS

Penganjur: Sabah Timber Industries Association, Lot 25 & 26, Block E, 1st Floor, Phase III, Damai Plasa, Luyang Commercial Centre, 88300 Kota Kinabalu

1. Investment opportunities in the wood-based industry, by Hj. Jaafar Baidi.
2. Impact of CEPT/AFTA and WTO on the Malaysian timber industry, by M. Nagarajan.
3. Japanese market for plywood, by Tomihisa Suzuki.
4. Status on development of downstream timber industries in Sabah, by Stephen Chaw.
5. The Malaysian furniture industry – prospects for growth, by Mohd. Nazuri Hashim Shah.
6. Overview of the Malaysian timber industry, by Mohd. Nazuri Hashim Shah and S. Rajan.
7. Sabah Industrial Master Plan on wood based industry, by Ismail Abdullah.

Seminar Dinamika Perubahan

(6-7 Ogos 2001: UUM, Sintok)

HD58.8 SDP

Penganjur: Sekolah Siswazah, Universiti Utara Malaysia, 06010 UUM Sintok

1. The role of e-commerce in changing the nature of competition, by Brigida M. Octavio and Generoso G. Octavio.
2. Structuring brick and click organizations: the importance of accountability and functionality, by Siti Maimon bte Haji Kamso.
3. Aging and work: employment issues of an aging workforce, by Hassan Ali.
4. The dynamics of human motivation: a cognitive motivational framework, by Rosna Awang Hashim.
5. Foreign direct investment an engine of economic growth: the Malaysian experience, by Dawood M. Mithani and Devan Iyavoo.
6. Metropolitan externalities and manufacturing productivity and factor growth, by Mohd. Dan bin Jantan and Martin Williams.
7. Strategic management accounting in a dynamic business setting, by Noorhayati Mansor.
8. Delivering knowledge in the new millennium using Intelligent Tutoring System, by Azizi Zakaria.
9. Managing intellectual capital using World Wide Web, by Fadzilah Siraj and Nur Azzah Abu Bakar.
10. Globalization: strategies for improving competitiveness of developing nations, by Sayed Mushtaq Hussain.
11. Managers and global communication: an intercultural perspective, by Rajoo Ramanchandram.
12. Improving management performance in rapidly changing organizations, by Mohamad Zainol Abidin bin Adam.
13. Retrenchment in Malaysian labor market: perils and prospects in a globalizing economy, by Rayaldo G. Seumpan @ Rizal Zuhairi Abdullah.
14. Managing change: EQ at the workplace, by Dato Wan Rafaei Abd. Rahman.
15. Dynamic change of Malay firms towards international business, by Abdul Jumaat Mahajar.

Seminar on Exporting Professional Services

(20 August 2001: Kuala Lumpur)
HD8038A1SEPS

Penganjur: Lembaga Jurutera Malaysia, Tingkat 17, Ibu Pejabat JKR, Kompleks Kerja Raya Malaysia, Jalan Sultan Salahuddin, 50580 Kuala Lumpur

1. WTO/GATS/APEC/ASEAN/AFAS, by J. Jayasiri.
2. Opportunities and challenges in exporting services, by Prakas Nair.
3. CIDB's experience in exporting construction services overseas and shortcomings, by Mohamed bin Mohd. Nuruddin.
4. ACEM's view in facing globalisation and liberalisation and its effect on consulting firms, by Rocky Wong Hong Thang.
7. Globalisation and professional services: the architects' perspective, by Dato' Hj. Esa Hj. Mohamad.
8. Exporting of professional services, by Ng Chin Ming.
9. Malaysian professional engineering service industry – confronting the challenges of globalisation and liberalisation, by Judin bin Abdul Karim.

National Human Resources Summit

(20-21 August 2001: Petaling Jaya)
HF5549 NHRS

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. K-economy and human resources: misconceptions, realities and challenges, by Sulaiman Mokhtar.
2. Aligning people and corporate objectives, by Fauzi Che Rus.
3. Corporate culture today, and building one that brings the best out of your people, by Adzhar Ibrahim.

4. Pembangunan Sumber Manusia Berhad and how organizations can benefit from its initiatives, by Shahril b. Hassan.
5. The war for talent: strategies in recruiting and retaining the best, by Reza Ghazali.
6. Talent management: measuring human capital, succession planning, best practices and critical success factors, by Chan Kok Kong.
7. Developing the leader in a human resource manager, by Wilson Tay.
8. Improving organizational effectiveness through emotional intelligence, by Tay Kay Luan.
9. Constructing and appraising an effective training programme, by Surjit Singh.
10. Constructing and appraising an effective training program: the Telekom's experience, by Ahmad Sobri Ismail.
11. Performance management and compensation in the new economy, by Ngo Tuan Siong.
12. Performance management and compensation in the new economy, by Eustace Gomez.
13. Tackling sexual harassment in the workplace: are we ready for the next step?, by Muhammad Saufee Ab. Muain.
14. Memorandum on Proposed Sexual Harassment Bill, by Haji Abdul Latiff Ahmad.
15. Spotlight on industrial relations issues, by G. Rajasekaran.
16. Spotlight on industrial relations issues, by Tan Kim Siong.
17. The domestic inquiry in Employment law – is the domestic inquiry under the Employment Act 1955 redundant?, by Boniface Lobo.
18. Globalisation and liberalisation—the accountants' perspective, by Goh Joon Hai.

19. Globalisation and liberalisation from a Third World perspective – present problems and future shape of the WTO and the multilateral trading system, by Martin Khor and Chee Yoke Ling.

National Accountants Conference

(21-22 August 2001: Petaling Jaya)
HF5603 NAC

Penganjur: Malaysian Institute of Accountants,
Dewan Akauntan, No.2, Jalan Tun Sambanthan
3, Brickfields, 50470 Kuala Lumpur

1. Globalisation and liberalisation of business: reinventing the enterprise, by Chin Kwi Fatt.
2. The effects of globalisation from a human resource perspective, by Richard Peter Offord.
3. Survival of the fittest cannibal, by George K. Chacko.
4. Technology, the future, the accountant, by Dato' Haji Zainal Abidin Putih.
5. [Sustainability reporting and global reporting initiative], by Roger Adams.
6. How to prosper from ASEAN Free Trade Area (AFTA), by Mangsor Saad.
7. How big businesses and small businesses do E-business, by Jannik Bausager.
8. Using the balanced scorecard as a strategic management system, by Amarjit Singh.
9. Business unusual ... it's about time, by Richard Johnstone.
10. End-to-end E-business, by Phua Kia Lee.
11. Applying EQ at the workplace, by Ng Kok Mun.
12. Customer relationship management: a strategic business issue, by Mairi Macintyre.
13. Why is E-Commerce audit so special?, by Ong Ail Lin.
14. Organizational learning: the way of the K-Economy, by Rozhan bin Othman.
15. The profession in the knowledge economy, by Abdul Samad Haji Alias.
16. Emerging role of the financial profession in the challenging financial landscape, by Tunku Dato' Ya'acob Tunku Abdullah.

**Seminar Pendidikan Swasta: Perancangan
Strategik Pendidikan Tinggi Swasta
Bagi Tempoh Tahun 2001-2010**

(28-29 Ogos 2001: Petaling Jaya)
LB2328.52 M4SPSPSP

Penganjur: Jabatan Pendidikan Swasta,
Kementerian Pendidikan Malaysia, Paras 1, Blok
K, Pusat Bandar Damansara, 50604 Kuala

1. Pendidikan tinggi swasta menjelang 2010, oleh Syed Othman Alhabshi dan Hasnan Hakim.
2. The role of the private sector in higher education – a submission from the Malaysian Association of Private Colleges (MAPCO), by Tengku Shamsul Bahrin.
3. NAPEI, by Haji Mohamed Thalha.
4. Ke arah pembentukan pelan induk institusi pendidikan tinggi swasta: perspektif PKIBM, oleh Ismail Md. Salleh.
5. National workforce transformation, by Wan Seman bin Wan Ahmad.
6. Pelan strategik pendidikan tinggi: ke arah peningkatan akses, 'capability' dan kualiti, oleh Hassan Said.

**Seminar Kebangsaan Pengajian Ilmu al-
Quran**

(1-2 September 2001: Serdang)
BP130 SKPIQ

Penganjur: Pusat Islam, Universiti Putra
Malaysia, 43400 Serdang, Selangor Darul Ehsan

1. Penanda wacana dalam penterjemahan al-Quran: satu analisis surah Yasin, oleh Muhammad Fauzi bin Jumangan.

2. Pemahaman bacaan dan tajwid al-Quran dalam masyarakat globalisasi, oleh Dato' Haji Hassan Haji Azahari.
3. Qira'at dan tarannum dalam tilawah al-Quran, oleh Hj. Mohd. Napiah b. Sahrani.
4. Wakaf: endowment dari perspektif al-Quran, oleh Razali bin Othman.
5. Al-Quran penjamin hak anak-anak serta kesejahteraan, oleh Datin Sohair Abdel Moneim Sery.
6. Jangkaan pelajar terhadap kemahiran sedia ada mereka: satu kajian kes berkaitan kemahiran pembelajaran al-Quran di Sekolah Menengah Teknik Batu Pahat, oleh Hussain bin Haji Othman dan Abdullah bin Sulaiman.
7. Al-Quran wahana penjana ilmu di era globalisasi, oleh Mahmood Zuhdi Hj. Ab. Majid.
8. Hubungan al-Quran al Karim dan bahasa Arab: suatu jalinan memberi-menerima, oleh Kamarul Shukri Mat Teh.
9. Falsafah bahasa: konsep dan bidang kajiannya menurut perspektif Islam, oleh Ahmad Mahmood Musanif.
10. Perspektif istilah al-Dabt dalam al-Quran: teori dan aplikasi, oleh Abd. Rauf Haji Hassan Azhari.
11. Tafsiran sains terhadap ayat-ayat al-Quran: satu analisa dari sudut pandangan ulama dan ahli tafsir, oleh Mazlan Ibrahim.
12. Keunikan al-Quran dalam menggambarkan mathal manusia, oleh Mohd. Sukki bin Othman.
13. Dogma-dogma dan bahaya orientalisme dalam pengkajian al-Quran: pandangan-pandangan orientalis mengenai kitab suci al-Quran, oleh Amini Amir Abdullah, Abdul Razak Abdul Rahman dan Adlina Abdul Halim.

Malaysian Capital Market Summit 2001
(3-4 September 2001: Kuala Lumpur)
HG4523 MCMS

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

Vol. I

1. Resuscitating the Malaysian capital market and regaining investor confidence (keynote address), by Dato' Seri Dr. Mahathir Mohamad.
2. Moving forward with the capital market Masterplan, by Datuk Ali Abdul Kadir.
3. Viewpoints and perspectives on the capital market Masterplan, by Hong Aik Sai.
4. Viewpoints and perspectives on the capital market Masterplan, by Omar Merican.
5. Malaysia's economic outlook – global pressures, US slowdown and the impact on Malaysia, by Zainal Aznam Yusof.
6. Future landscape of stockbroking companies in Malaysia: narrow and winding way, by Gan Kim Khoon.
7. Future landscape of stockbroking companies in Malaysia and the potential of e-broking, by Megat Mizan Nicholas Denney.
8. Future landscape of stockbroking companies in Malaysia and the potential of E-broking, by Jimmy Loke.
9. E-broking: the next disruptive technology?, by Mohammad Faiz Azmi.

Vol. II

10. Kuala Lumpur Stock Exchange: the new listing requirements and disclosure-based regulation regime, by Selvarany Rasiah.
11. Revitalizing and expanding Malaysian Unit Trust and Fund Management, by Yeoh Keat Seng.

12. Revitalising and expanding investment management industry, by Nik Ezar Nik Bolia.
13. The Employees Provident Fund and the capital market Masterplan, by Roslan A. Ghaffar.
14. Malaysia's bond-market: on the threshold of rapid growth, by Stephen H. Roberts.
15. The role of Financial Guarantee Insurance in the development of the domestic bond market, by Mohd. Asri Awang.
16. Expanding the Malaysian bond market, by N. Kokularupan.
17. Tax issues in asset securitisation, by Veerinderjeet Singh.
18. Developing local derivatives market, by Zaha Rina Zahari.
19. Expanding horizons – developing the Malaysian derivatives market from the point of view of a local fund manager, by Ghazali bin Atan.
20. Stock index/futures arbitrage, by Anthony Lim.
21. The Malaysian capital market from the view point of international investors, by Takahira Ogawa.
4. Multi-sectoral partnerships in E-learning: a potential force for improved human capital development in the Asia-Pacific, by Robert T. Raab, W. Wyn Ellis and Buenafe R. Abdon.
5. An analysis of students' preparation for the virtual learning environment, by Joseph Lee, Ng Lai Hong and Ng Lai Ling.
6. Corporate learning: a knowledge management perspective, by Clara Crocetti.
7. Developing tools and applications for Jawi and Arabic Online Learning, by Nasharuddin Alazmi Wan Abdullah.
8. The design of an E-learning system: beyond the hype, by Johan Ismail.
9. Successful implementation of E-learning: pedagogical considerations, by Thavamalar Govindasamy.
10. Knowledge management: spanning the divide between where we are and where we need to go, by James Omps.
11. KDU eCommunity Network, by Jonhendro ... [et al.]
12. Developing an Enterprise Learning Organization (ELO), by Christopher Chan.
13. E-Learning – a provider's prospective, by C.S. Cheong.

Symposium on Online Learning

(2nd: 5-6 September 2001: Kuala Lumpur)
LB1028.5 SOL

Penganjur: Centre for Applied Learning & Multimedia, Universiti Malaysia Sarawak, 94300 Kota Samarahan, Sarawak

1. 21st century education and training: implications for quality assurance, by Wallace K. Pond.
2. Learners' preferences in information, presentation, and interaction design for web-based instructions, by Jamalludin Harun and Zaidatun Tasir.
3. The new CCC's in ICTs: computers, children and collaboration, by Mohamad Ibrani Shahrudin Adam Assim and Dawn M. Butterworth.
14. Online Learning: the present and the future, by Arthur Richardson.
15. Integrating e-learning into the workplace, by Mohd. Hishamuddin Harun.
16. E-learning: is it the "e" or the learning that matters?, by Azma Abdul Hamid.
17. Incubating the nation: nurturing the critical mass and narrowing the digital divide, by Norsaidatul Akmar Mazelan.
18. The challenge of developing Online Learning environment in Malaysian schools: research findings from Smart Learning Environment Program, by Abdul Hamid Abdul Rahman.

**Persidangan Tahunan Pengurus Kanan
JPS Malaysia**

(10-12 September 2001: Port Dickson)
TD365 PTPKJPSM

Penganjur: Jabatan Pengairan dan Saliran
Malaysia, Jalan Sultan Salahuddin, 50626 Kuala
Lumpur

1. Ucapan dasar, oleh Dato' Hj. Keizrul bin Abdullah.
2. Hasrat dan ekspektasi kerajaan Negeri Sembilan, oleh Dato' Hj. Mohd. Ali bin Hj. Abdul Samad.
3. Penggunaan sistem rangkaian dalam peningkatan kepuasan pelanggan, oleh Rozman Mohamad.
4. Pengalaman teratai layu di Tasik Chini, negeri Pahang – satu kes kajian kepuasan pelanggan luar / kumpulan sasaran JPS, oleh Chong Ing Keong.
5. Kepuasan pelanggan luaran – kajian kes pelanggan kawasan pengairan JPS Pulau Pinang, oleh Kamarudin bin Salleh ...[et al.]
4. Rantau dalam rantau: peranan Kelantan dan Terengganu dalam pemerkasaan budaya Melayu-Islam, oleh Mohamad Abu Bakar.
5. Sistem pondok dan Madrasah di Selatan Thailand (ditinjau dari sudut kegiatan dan keunggulannya), oleh Hassan Madmarn.
6. Islam dan masyarakat Melayu di Thailand Selatan, oleh Ismail Lutfi Japakeya.
7. Bahasa dan budaya Melayu di Selatan Thailand, oleh Worawit Baru @ Haji Ahmad Idris.
8. Perkembangan bahasa Melayu di kawasan Timur Laut, oleh Haji Hamdan Haji Abdul Rahman.
9. Sumbangan dialek Melayu Patani dalam penulusuran sejarah bahasa Khmer, oleh Ruslan Uthai.
10. Manuskrip Melayu Patani: hubungan Patani, Natuna, Kelantan, Terengganu dan Kemboja, oleh Hj. Wan Mohd. Shaghir Abdullah.
11. Bahasa Melayu Champa: hubungannya dalam peradaban Melayu, oleh Haji Che Mazlan Haji Saad dan Haji Zakarrya Adam.

**Kolokium Peradaban Melayu Kawasan
Timur Laut**

(18-20 September 2001: Kota Bharu, Kelantan)
DS595 M2KPMKTL

Penganjur: Dewan Bahasa dan Pustaka Wilayah
Timur, Peti Surat 66, 15720 Kota Bharu, Kelantan
Darul Naim

Vol. I

1. Peradaban Melayu Timur Laut: cabaran dan arah masa depan, oleh Dato' Haji A. Aziz Deraman.
2. Arkeologi dan kaitannya dengan sejarah pemerintahan dan peradaban Melayu kawasan Timur Laut, oleh Nik Hassan Shuhaimi Hj. Nik Abdul Rahman.
3. Perjuangan untuk penyatuan: peranan Tengku Mahmud Mahyideen, oleh Nik Anuar Nik Mahmud.

12. Pondok: keberadaannya di dalam peradaban Melayu, oleh Zaidi Hassan.
13. Politik perjuangan masyarakat Melayu di Thailand Selatan: satu pengamatan sejarah dan unjuran masa depan, oleh Ahamad Omar Chapakia.
14. Islam dan pembinaan peradaban di kawasan Timur Laut, oleh Muhammad 'Uthman El-Muhammady.

Vol. II

15. Kesultanan Melayu Kelantan-Patani, oleh Dato' Nik Mohamed Nik Mohd. Salleh.
16. Kebudayaan Melayu Kelantan/Terengganu: pandangan dan pertimbangan, oleh Hanapi Dollah.

17. Keunikan budaya Kelantan dalam perpaduan kaum Cina, Melayu, Siam dari perspektif bahasa dan budaya, oleh Mohd. Ghazali Abdullah.
18. Beberapa catatan asing mengenai Islam di Indochina, oleh Abdul Rahman al-Ahmadi.
19. Manuskrip dalam tulisan Cam yang mengupas hubungan antara Campa dan Kelantan, oleh Po Dharma.
20. Masyarakat Cam selepas/sepanjang suku abad di Malaysia: tumpuan di negeri Kelantan, oleh Mohamad Zain bin Musa.
21. Melayu kawasan Timur Laut dan pemikirannya melalui kesenian, oleh Mohamed Ghouse bin Nasuruddin.
22. Unsur-unsur Islam dalam kesenian Melayu Kelantan, oleh Mohamed Anwar Omar Din.
23. Seni silat jatuh Kelantan: penyelidikan dan pandangan penggiat, oleh Nik Hassan Basri bin Nik Ab. Kadir.
24. Dialek Kelantan mempengaruhi penguasaan bahasa Malaysia, oleh Abdul Hamid Mahmood, Alias Mohd. Yatim.

**Seminar on Future Trends in
Construction & Manufacturing Towards a
Borderless World**

(9-10 October 2001: Kuala Lumpur)
HD9715A2SFTCMT

Penganjur: Lembaga Pembangunan Industri
Pembinaan Malaysia, Tingkat 10, Grand Seasons
Avenue, No.72, Jalan Pahang, 53000 Kuala
Lumpur.

1. Value engineering the KLIA International Airport Project, by Tan Sri Dato' Jamilus Hussein.
2. Globalisation, by Johan Victor Brownlie Torrance.
3. Facilities management: adapting to clients' need, by Bill Hamilton and Norizan Ahmad.
4. Standardization and certification, by Mohd. Yusoff Zakaria.

5. Intellectual property and patent rights, by Mohamad Nawawi Hussin.
6. Industrialised buildings: implementation of steel frame housing in Malaysia, by Paul Jones.
7. Life cycle costing, by Zubaidah Haji Ramli, Siti Hamisah Tapsir and Dang Anom Md. Zin.
8. Value management: overview and process, by Aini Jaapar, Suraya Ismail and Wan Yusuff Wan Mahmood.
9. Value management change proposal, by Mohd. Mazlan Haji Che Mat.
10. Application of knowledge management in the construction industry, by Faridah Yusuf and Mustafa Samad.
11. The application of value engineering in product improvement, by Tuan Haji Mohd. Sharipp Shafie and Kamarizan Muhamad Idris.
12. ASEAN Free Trade Area (AFTA), by Ho Koon Seng.
13. The creation of a cyber building, by Rosman Ahmad.
14. Partnering – a general overview, by Khairazan Haji Mansoor Roosnam-Damha.

International Conference on Landscape

(9-11 October 2001: Shah Alam)
SB472.45 ICL

Penganjur: Jabatan Senibina Landskap, Fakulti
Reka Bentuk dan Seni Bina, Universiti Putra
Malaysia, 43400 Serdang, Selangor Darul Ehsan

Vol. I

1. The human environment interaction – in search of a wise approach (keynote address), by Dato' Hj. Ismail bin Ngah.
2. Development and conservation of geological and landscape heritage, by Ibrahim Komoo and H.D. Tjia.

3. City landscape: key to future development, by Robbert Van Nouhuys and Charles Teo Kae Siang.
4. Conservation and preservation of Malaysian heritage, by Jimmuy Lim Cheok Siang
5. Issues in biodiversity conservation: a critical account with special reference to Malaysia, by A.H. Ansari.
6. Cross-cultural variability in environmental perception, by Mustafa Kamal bin Mohd. Shariff.
7. Urban landscape and cultural values: a conceptual framework of Islamic teaching, by Mohammad Naghizadeh.
8. Caring for the environment using sustainable technology, by Nordin Abd. Rahman and Osman Mohd. Tahir.
9. Empowering people to protect the planet, by Diane Menzies.
10. Planning and policies on environmental conservation and rehabilitation, by Zainuddin bin Muhammad.
11. Development and management of highland, by Z.A. Roslan and E. Intan Rohani.
12. Islamic lifestyle in harmony with nature, by Suleyman Aremu Muyibi.
13. Innovations in relandscaping practices for site rehabilitation and erosion control, by Eric K.H. Goh and Hj. Badarudin Pai.
14. Issues on river conservation and rehabilitation, by Hj. Keizrul Abdullah.
15. Sustainability and urban land use development, by Behnaz Aminzadeh.
16. Impact of tourism on native community: comments on the discourse, by Abdul Kadir Haji Din.
17. Pushing the limits in environmental design, by Shahoran bin Johan Ariffin.
18. Listen to the people listen to the land and recent projects by Sinatra-Murphy, by Emeritus Jim Sinatra.
19. Predicting the impact of Taman Wetlands, Putrajaya using ecological succession, by Nik Ismail Azlan.
20. Built environment and environmental degradation, by Ravindra Dass.
21. Monitoring and mapping of Klang Valley's "green" landscape with digital earth imaging, by Kamaruzaman Jusoff.
22. Technology, environment and the landscape – the PETRONAS way, by Mohamed Zohari Shaharun.
23. Sea reclamation and coastal protection, by Abdul Aziz bin Ibrahim.
24. Environmental friendly management of solid waste, by Mohamed Siraj Abdul Razack.
25. Human, water & development: the experience of Bukit Merah, by P. Kasi.
26. The metaphysical assumption behind nature in the Qur'an, by Ibrahim M. Zein.
27. Shah Alam towards sustainable city, by Ahmad Zamri bin Kamaruddin.
28. Roles of digital technology in planning and managing: the fragile world, by N.N. Mahmood and Jimat B.
29. Urbanisation and environment: the basis of total planning doctrine, by Ismawi Zen.
30. Environmental management in Malaysia, by Shamsudin Ab. Latif.
31. The potential use of *Toona sinensis* and *Chukrasia tabularis* for urban landscapes, by A. Hanim and M.T. Noraini.
32. Management of termites in landscape areas, by Ahmad Said Sajap.
33. Perception study on landscape planting in Universiti Teknologi MARA, Shah Alam, by Noriah Othman, Mizan Hitam and Wan Mohamad Wan Abdul Kadir.

Vol. II

**MMU International Symposium on
Information and Communications
Technologies**

(16-18 October 2001: Petaling Jaya)
T58.5 MMUISICT

Penganjur: Multimedia University, Cyberjaya,
63100 Selangor

1. Policy initiatives towards bridging the digital divide (Keynote address), by Suriah Abd. Rahman.
2. Broadband IP network and its applications, by Hiroshi Kotera.
3. Evolving telecommunications networks, by Tham Wai Hoong.
4. E-business evolution, by Chew Chuan Chin.
5. Enabling mobility with NET, by Stephen Evans.
6. Examining the opportunities for R & D in wireless communication, by Jaafar Haji Mohamad Abu Bakar.
7. The future of communications, by Kamal Jit Singh.
8. A modified congestion avoidance scheme for TCP over congested ATM links, by Ishtiaq Ahmed, Yasuo Okabe and Masanori Kanazawa.
9. Design and implementation of web-based SLA management system for Internet service, by Jong-Wook Baek and Wan Young Chung.
10. iDNS based optimal link selection, by N. Sathiananthan, K. Kalaiarasi and K. Ettikan.
11. Artificial neural networks based algorithm for Byzantine generals problem, by K.W. Lee and H.T. Ewe.
12. How to authenticate users in wireless networks, by L.A. Mohammed, Abdul Rahman Ramli and Mohamed Daud.
13. Connection and admission control for UMTS using an auction-based method, by Wai Sum Thong and John Bigham.
14. Establishing a wireless link between a PC and a PDA, by Deena Benjamin, M. Salim Beg and Nicolas Taillade.
15. Performance evaluation of pilot symbol assisted power control in CDMA systems, by Sim Moh Lim and Chuah Hean Teik.
16. WCDMA user equipment RF receiver design and analysis, by Wong Sew Kin, Lee Sze Wei and Sim Moh Lim.
17. Improvement on reliability in wireless networks, by Sina Vafi.
18. Bahasa Malaysia grammar checker, by Sylvia Chan Oi Yee, Cheah Lee Sah and Halizah Basiron.
19. The development of Fuzzy Logic Effort Prediction Model, by Yuhanim Hani binti Yahaya.
20. A revised model for the interpretation of the classical software life cycle, by Cheah Wooi Ping.
21. EDUX: data visualization in XML, by Helmi Mohamed Hussain, Aida Liza Hussin.
22. Context based meaning sort, by M. Abdus Salam.
23. Developing multimedia storytelling package to highlight the image of Malaysian traditional oral narratives and cultivate reading habit in an early age, by Siew Pei Hwa and Norhayati Abd. Mukti.
24. Image smoothing using fuzzy clustering, by M. Hanmandlu, Devendra Jha, Balasubramanian Vittal and Vivek Gera.
25. Wavelet transform modulus maxima analysis of image spatial energy discontinuity, by Matthew Teow, Lee Sze Wei and Ian Chai.
26. A face recognition system based on eigenfaces technique, by Jayaletchumi, K. Kalaiarasi, R.K. Subramanian.
27. Function learning via genetic programming, by Amy Lim Hui Lan and Y.P. Singh.

28. A comparative study of Galois fields and genetic algorithms for optical orthogonal code design, by C.K. Ho, Y.P. Singh and S.W. Lee.

Seminar on "Minding My Sisters' Business": the Ultimate Women Entrepreneurs Success Skills
(20 October 2001: Kuala Lumpur)
HD6052 SMMSBUWE

Penganjur: Kuala Lumpur & Selangor Indian Chamber of Commerce & Industry, 116, 2nd Floor, Jalan Tuanku Abdul Rahman, 50100 Kuala Lumpur

1. Ice-breaker: laughter the best medicine, by Mahes Karupiah.
2. 20 essential elements of realizing big dreams and holistic success (Speech), by Veronica Ho.
3. How does entrepreneur leverage on E-medium to do business?, by Amanda Tsing Siew Chin.
4. Business etiquette and your corporate image, by T.D. Ampikaipakan.
5. Securing finance and managing cashflow, by Nellie S.L. Tan-Wong.
6. Tourism and travel industry, by Inbam Solomon.
7. Personal financial planning for women in business, by Laura Tan.
8. Textile and fashion industry, by Jaya Booshane.

Konvensyen Dunia Melayu Dunia Islam
(18-21 Oktober 2001: Melaka)
DS523 KDMDI

Penganjur: Institut Kajian Sejarah dan Patriotisme Malaysia, Graha IKSEP, No.6-1, Jalan Mutiara Melaka 3, Taman Mutiara Melaka, 75350 Batu Berendam, Melaka

1. Ucapan, oleh Datuk Wira Mohd. Ali Rustam.
2. Teks ucapan, oleh Dato' Seri Abdullah Hj. Ahmad Badawi.

3. Mewujudkan dunia Melayu dunia Islam raya melalui peningkatan peran pemuda, oleh H. Rosihan Arsyad.

4. Belia Melayu menghadapi tantangan globalisasi, oleh Saleh Djasit S.H.

5. Hubungan Melaka dan Indonesia timur, oleh Safrullah Sanre.

6. Socio-cultural development of the youths of the Malay and Islamic world, by Zounie Fallil.

7. Kerjasama ekonomi antara belia-belia Melayu Islam Kemboja dan dunia Islam: peluang dan cabaran, oleh Ismail Osman.

8. Creating the future: Muslim youth and the Internet, by Abdul Rahman Mohd. Said.

9. Economic cooperation amongst the youth of the Malay and Islamic world, by Maas Ramli Mohamed.

10. The role of youths in the development of education in the Malay and Islamic world, by Mohd. Hasbi Abu Bakar.

11. Economic cooperation among the youth of the Malay and Islamic world: dakwah program among the Merina, Malay stock, in Madagascar, by Muhammad Taib Ranaivoson.

12. Social and historical developments of Islam in China, by Ustaz Harum Mao Zhan Jiang.

13. Peranan generasi muda dalam pengembangan dan riset pengobatan tradisional di negara-negara Melayu yang Islami, oleh H. Azwar Agoes.

14. Sumbangan usahawan belia (Melayu-Islam) dalam ekonomi dan pembangunan masyarakat Islam di Brunei, oleh Haji Mohd. Firdaus bin Okk Haji Noordin.

15. "Jatidiri" belia dalam tamadun Melayu, oleh Tenas Effendy.

16. Peranan pemuda Islam dalam pengembangan kualitas hubungan dunia Melayu-dunia Islam, oleh H. Djaelani.

17. The role of the youths in the development of Islamic identity in Europe, by Khaldoun Hamade.
18. Kerjasama ekonomi di kalangan belia Melayu dan dunia Islam, oleh Chalidin Yacob.
19. Pembangunan sosio-budaya belia dunia Melayu dunia Islam: isu-isu dan governans baru, oleh Saifuddin Abdullah.

Corporate Financial and Management Seminar

(23-24 October 2001: Petaling Jaya)
HG4006 CFMS

Penganjur: Federation of Public Listed Companies Bhd, 1102, Block A, Pusat Dagangan Phileo Damansara II, No. 15, Jalan 16/11, Off Jalan Damansara, 46350 Petaling Jaya

1. Sustaining company performance for investor relations and confidence, by Grace Low.
2. Debt equity conversion: Danaharta's perspective.
3. Independent and executive directors – duties and responsibilities broadly stated, by Kala Anandarajah.
4. Independent and executive directors – trends and issues, by Kala Anandarajah.
5. Disclosure of financial and non-financial information: disclosure-based regime, by Tan Chun Weng.
6. Optimising capital structure and innovations in corporate finance, by Lee Leok Soon.
7. Benchmarking for credit information and yardsticks: meeting expectation of world
8. Corporate governance: progress of the Malaysian agenda, by Dato' Megat Najmuddin Khas.
9. Valuation and cost of capital conceptual and computational advances, by L.V.L.N. Sarma.
10. Mergers and acquisition, by Eugene Wong.

11. Towards effective asset management: equity carve-outs, spins-offs and demergers, by Grant E. Gustafson.

Seminar on Malaysian History from Dutch Sources

(23-25 October 2001: Malacca)
DS596 SMHDS

Penganjur: Arkib Negara Malaysia, Jalan Duta, 50568 Kuala Lumpur

1. Crossing the borders of Malaysian history, by Leonard Andaya.
2. The Dutch threats to Melaka, 1600-1641, by Yahaya Abu Bakar.
3. Malacca in Asian maritime trade in the early modern period, by Om Prakash.
4. Perkapalan dan perdagangan Melayu dengan Melaka pada separuh kedua abad ke-18, oleh Ahmad Jelani Halimi.
5. Perkembangan politik Selat Melaka selepas VOC: rujukan terhadap perselisihan antara Aceh dengan pentadbiran British di Pulau Pinang pada awal abad 19, oleh Salina Hj. Zainol.
6. Disclosures from the ecclesiastical records of the Dutch reformed church at the National Archives of Malaysia, by Dato' Habibah Zon.
7. Dutch sources on Malaysian history in the British Library, by Hedley Sutton.
8. Hubungan multilateral kerajaan-kerajaan di Riau – kawasan Semenanjung Melayu pada periode kolonial Belanda dalam khazanah Arsip Riau di Arsip Nasional Republik Indonesia, oleh Darmiati.
9. The Dutch sources available in Sri Lanka relating to the Malaysian history, by Karunasena Dias Paranavitana.
10. 400 years VOC, by Ruud Spruit
11. A tale of two colonial port-towns in the Straits of Melaka: Dutch-Melaka and English-Penang, by Nordin Hussin.

12. Bahasa Belanda sebagai bahasa sumber: pengalaman Indonesia, oleh Sugeng Riyanto.
13. Aktivitas travel Haji Firma Al-Segaff & Co 1885-1899 di Semenanjung Melayu dalam Arsip Belanda, oleh M. Dien Majid.
14. Dutch heritage in Peninsular Malaysia, by Adi Haji Taha.
9. Teori evolusi: sanggahan saintis dan kebenaran al-Quran, oleh Aminuddin Ruskam al-Dawamy.
10. Hubungan pendidikan seni dengan konsep tauhid, oleh Roskang bin Jailani.
11. Tanda-tanda bacaan al-Quran rasm Uthmaniyy: teori dan aplikasi, oleh Abd. Rauf Haji Hassan Azhari.

**Seminar Warisan al-Quran Peringkat
Kebangsaan**

(24-25 Oktober 2001: Pulau Pinang)
BP130 SWQPK

Penganjur: Bahagian Pengajian Islam, Universiti
Sains Malaysia, 11800 Minden, Pulau Pinang

Vol. I

1. Al-Quran sumber peradaban hidup: suatu sorotan pandangan Sonhadji, oleh Zukifli Hj. Mohd. Yusoff.
2. Tinjauan beberapa penyelewengan dalam tafsiran al-Quran oleh golongan anti-hadith di Internet, oleh Tengku Intan Zarina Tengku Puji, Mohd. Nazri bin Ahmad dan Azwira bin Abd. Aziz.
3. Pentafsiran al-Quran dengan menggunakan akal: sejauh manakah keharusannya menurut Islam, oleh Rushdi Ramli.
4. Pengaruh al-Quran ke atas bahasa dan sastera Arab – suatu tinjauan ringkas, oleh Ahmad Hj. Hasbullah dan Che' Radiah Mezah.
5. Aplikasi piawaian produk masa kini menurut al-Quran, oleh Ezani Yaakub dan Mohd. Nor Mamat.
6. Pengharaman riba di dalam al-Quran dan kesannya dari perspektif ekonomi, oleh Shofian bin Ahmad.
7. Wanita bekerja menurut perspektif Islam, oleh Leha @ Zaleha Muhamat.
8. Al-Quran: globalisasi dan negara-negara Islam, oleh Hassan Naziri Khalid dan Atikullah Hj. Abdullah.

Vol. II

12. [Konflik kejiwaan di dalam Surah Maryam: kajian ayat-ayat pilihan], oleh Noor Shakirah Mat Akhir.
13. Al-Quran Mushaf Nur Fatimah: satu perspektif wanita dalam pembangunan ummah, oleh Hajjah Nuraini Mohd. Zain.
14. Al-Quran dan pemodenan di rantau alam Melayu: satu analisa, oleh Rahimin Affandi Abd. Rahim.
15. Penghayatan ilmu dan pendidikan menurut perspektif al-Quran, oleh Mohd. Mokhtar Shafii.
16. Al-Quran dan kehidupan sosio-ekonomi.
17. Al-Quran dan siyasah syariyyah, oleh Dato' Wan Zahidi Wan Teh.
18. Penghayatan ilmu berdasarkan al-Quran dan al-Sunnah, oleh Ismail Lutfi.
19. Al-Quran dan terjemahannya dalam bahasa-bahasa bukan Arab, oleh Mohd. Shukri Haji Hanapi dan Mohd. Radzi Hj. Othman.
20. Al-Quran sebagai sumber peradaban hidup, oleh Mohd. Nakhaie Ahmad.

Vol. III

21. Kesenian dan kesusasteraan al-Quran, oleh Mohamad Helmi Sofi.
22. Metodologi dakwah kepada non-Muslim menurut perspektif al-Quran, oleh Ahmad Redzuwan Mohd. Yunus.

23. Projek al-Quran Mushaf Malaysia: perspektif budaya dan gagasan Mumtaz, oleh Dato' Abdul Latiff Mirasa.
24. Pembentukan generasi al-Quran menurut Sayyid Qutb dalam kitab *Ma'alim fi al-Tariq*, oleh Farid Mat Zain dan Roziah Sidek.
25. Al-Quran penggerak penggerak penemuan sains, teknologi dan kejuruteraan, oleh Mohd. Azraai Kassim dan Ajmain Safar.
26. K-economy and human resources: misconceptions, realities and challenges, by Sulaiman Mokhtar.
27. Aligning people and corporate objectives, by Fauzi Che Rus.
28. Kesesuaian Islam untuk semua keadaan, oleh Dato' Haji Hassan bin Haji Ahmad.
29. Pemikiran siasah Syed Qutb: satu analisis berdasarkan *Kitab Fi Zilal al-Quran*, oleh Mazlan Ibrahim dan Jaffary Awang.
30. Al-Quran dan siyasah syariyyah dalam karya Mandili, oleh Ibrahim Abu Bakar.
31. Dimensi pengajian al-Quran di negeri Perlis: suatu tinjauan terhadap pelajaran *Harfiyyah*, oleh Hazman bin Hassan.
32. Syura menurut al-Quran: kajian mengenai keluasan tuntutan syura dalam segenap lapisan masyarakat, oleh Wazin bin Othman.
3. Sulh – amalannya dalam perundangan Islam, oleh Sheikh Ghazali bin Abdul Rahman.
4. Konsep dan amalan tahkim di Mahkamah Syariah, oleh Dato' Haji Muhamad Asri bin Haji Abdullah.
5. Tahkim dalam kes-kes keluarga: kaedah dan permasalahan, oleh Siti Zalikah Md. Nor.
6. Perantaraan (mediation) secara Islam dan prospek amalannya di Mahkamah Syariah, oleh Hj. Mohd. Na'im b. Hj. Mokhtar.
7. Tahkim (timbangtara) dalam urusan muamalah: satu tinjauan ringkas dari sudut fekah, oleh Zainal Azam bin Abd. Rahman.
8. Tahkim (timbangtara/arbitrasi) dalam perbankan dan Takaful Islam: masalah, prospek dan cabaran (perspektif kontemporari), oleh Norhashimah Mohd. Yasin.

Conference on Mergers & Acquisitions

(6-7 November 2001: Kuala Lumpur)

HG4028 M4CMA

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. The regulation of take overs, mergers and acquisitions, by Roselinda Hashim.
2. The predator myth – hostile bids, takeover battles and hungry corporate raiders, by Eugene Wong.
3. Ensuring success in a merger acquisition exercise, by John Lee.
4. Performance and shareholder value: avoiding becoming a takeover target, by Dato' Shahraili Abdul Munid.
5. Tax consideration involving M & A, by Frances Po.
6. Prevailing strategic and financing issues concerning M & As in the Malaysian corporate scene, by Robert Ti.
7. Economic value added in M & A deals, by Jayaram K. Moorthy.

Seminar Kaedah Alternatif Penyelesaian Pertikaian Menurut Islam

(5-6 November 2001; Kuala Lumpur)

BP190.5 C56SKAPM

Penganjur: Institut Kefahaman Islam Malaysia, 2, Langgak Tunku, Off Jalan Duta, 50480 Kuala Lumpur

1. Kaedah-kaedah penyelesaian pertikaian dalam Islam: tumpuan kepada konsep tahkim, oleh Md. Saleh bin Haji Ahmad.
2. Kaedah-kaedah penyelesaian pertikaian di Mahkamah Syariah Singapura, oleh Haji Sallim bin Jasman.

8. Fair value and accounting for mergers and acquisitions, by Stephen Oong.
9. Mergers and acquisitions – restructuring for good corporate governance and best practices, by Lee Leok Soon.

National Economic Outlook 2002 Conference

(6-7 November 2001: Kuala Lumpur)
HC445.5 NEOC

Penganjur: Institut Penyelidikan Ekonomi Malaysia, 9th Floor, Menara Dayabumi, Jalan Sultan Hishamuddin, P.O. Box 12160, 50768 Kuala Lumpur

1. Automobile industry – can Malaysia compete in AFTA?, By Koo Sian Chu.
2. World economic outlook: the IMF perspective, by Luis M. Valdivieso.
3. China's dynamic economic growth and its implications for ASEAN, by John Wong.
4. Economic outlook for major Asian economies, by Sailesh K. Jha.
5. Malaysia's unorthodox economic policy: is it viable in the long run?, by Shankaran Nambiar.
6. Adopting an appropriate exchange rate regime: fixed or floating?, by Ramkishan S. Rajan.
7. The WTO in the millennium: what is in store?, by Frank Flatters.
8. Human resource development market: meeting the challenges of future growth, by Abu Daud Silong.
9. Malaysia's manufacturing sector: challenges and risks ahead, by Yusoff Sulong and Mahani Zainal Abidin.
10. Can Asia withstand (avoid) another financial crisis?, by V.R. Panchamukhi.
11. Malaysia's upstream petroleum industry sustaining activity in the new decade, by Lim Haw Kuang.

12. Investment: why is Japan shying away?, by Mitsuhiro Kagami.
13. Should capital flows be regulated?, by Kevin Chew.
14. Regional trading arrangements for enhancing economic resilience: the ASEAN experience, by Mohd. Hafiah Piei.
15. The Asian Monetary Fund: is East Asia ready?, by Mohamed Ariff.
16. Malaysia economic outlook, by the MIER Forecasting Team.
17. [Malaysian economy: 3rd quarter review].

CFO Summit 2001

(8-9 November 2001: Kuala Lumpur)
HD30.2 CFOS

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. [Driving growth in the new economy: putting strategies in place], by Dato' Mustapa Mohamed.
2. The economic outlook in the aftermath of 11 September, by Tan Sri Dato' Dr. Zeti Akhtar Aziz.
3. Why change the way you report?, by Steven Tung.
4. Managing risk: how would a CFO cope with risk in the k-economy?, by Ramesh Pillai.
5. Corporate restructuring: the Malaysian experience, by Dato' Azman Yahya.
6. Managing risk: how would a CFO cope with risk in the k-economy, by John Lee.
7. Value reporting: why change the way you report?, by Lee Tuck Heng.
8. Cost management: how should CFOs respond to continuing pressure in doing business, by Michael Lim Kheng Boon.
9. From CFO to eCFO, by David Allcock.

10. Cost management: how should CFOs respond to continuing pressure in doing business?, by Eddie Chan.
11. The e-CFO: how is e-business reshaping the financial function?, by Jeanie Yap.

The Logistics & Supply Chain Management Forum

(12-13 November 2001: Kuala Lumpur)
HD38.5 LSCMF

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Managing logistic and supply chain towards improving profit and enhancing competitive edge (speech), by Dato' Seri Dr Ling Liong Sik.
2. Logistics and supply chain management – the fundamentals, by Henry Lim.
3. The logistics of supply chain management: seven lessons learned from leaders in logistics, by Paul W. Bradley.
4. Optimizing the value chain – adapting supply chain processes to create profitable marketplaces, by Loh Lee Soon.
5. Using E-logistics to facilitate collaboration in the supply chain, by Bjorn Vang Jensen.
6. The role of Northport in supply chain management, by Basheer Hassan Abdul Kader.
7. Collaborative supply chain management solutions to succeed in the new economy, by Sanjay Gandhi.
8. DHL global customer logistics: IT edge for logistics, by Frits de Vroet.
9. Key drivers in successful outsourcing, by John Talbot.

International Ecotourism Colloquium

(17-18 January 2002: Kuching)
G156.5 E26IEC

Penganjur: Sarawak Tourism Board, 6th & 7th Floor, Bangunan Yayasan Sarawak, Jalan Masjid, 93400 Kuching, Sarawak

1. Sustainable ecotourism management: an expert rating system approach, by Vikneswaran Nair, Mohamed Daud, Mohd. Zohadie Bardaie and Abdullah Mohd.
2. Marine ecotourism and community participation: case studies from Bohol, Philippines, by Stuart J. Green.
3. Sustaining the business of ecotourism: Nepal's experience, by Lisa Choegyal.
4. The business of ecotourism: Forest Research Institute Malaysia's experience, by Lim Hin Fui and Mohd. Parid Mamat.
5. Protected areas ecotourism competitive cluster approach to biodiversity conservation and economic growth, by Donald E. Hawkins.
6. Beyond eco-tourism: marketing of eco-tourism products and destinations (presentation guideline), by Anthony Wong.

Seminar Pembangunan Teknologi Industri Berasaskan Pertanian 2002

(25 Januari 2002: Shah Alam)
HD9016 M4S4SPTI

Penganjur: Jabatan Pertanian Negeri Selangor, Tingkat 4, Bangunan Darul Ehsan, No.3, Jalan Indah, Seksyen 14, 40632 Shah Alam, Selangor Darul Ehsan

1. Pelaksanaan Pelan Induk Pembangunan Pertanian Negeri Selangor 2002-2005, oleh Dato' Mohd. Sinon bin Mudzakir.
2. Pembangunan teknologi-teknologi dalam pembangunan industri berasaskan pertanian dan penternakan, oleh Ahmad Zamzam b. Mohamed.
3. Potensi Negeri Selangor sebagai "hub" perdagangan makanan di rantau ini, oleh Norizan b. Ibrahim.
4. Globalization and the food business: challenges and opportunities, by Sukandar Abdul Latif.

5. Perkhidmatan yang ditawarkan oleh Pusat Kimia and Bioteknologi Industri di dalam bidang kosmetik, toiletries dan bahan pencuci, oleh Zainal Abidin Mohd. Yusof, Ropien Jokiman dan Zulaikha Paidi.
6. Marketing opportunities and challenges of agriculture industry in global market (summary), by Ahmad Nadzer bin Idris.
7. Peluang pembiayaan Bank Pertanian Malaysia.
8. Skim pembiayaan kerajaan dalam industri pertanian dan makanan.

International Seminar on "Living Together in Plural Societies"
(18-19 Februari 2002: Kuala Lumpur)
DS594 ISLTPS

Penganjur: Institut Kefahaman Islam Malaysia, 2 Langgak Tunku, Off jalan Duta, 50480 Kuala Lumpur

1. Coping with life during adolescence, by Kasmini Kassim.
2. Coping with life as a Muslim career woman in Malaysia, by Sharifah Zaleha Syed Hassan.
3. Coping with life as a career Muslim woman, by Haleh Afshar.
4. Good public governance – socio-political aspect (Malaysia), by Tan Sri Arshad Ayub.
5. Good public governance – socio-political aspect – United Kingdom, by Mahfooz Bibi.
6. Legal aspects of good public governance with special emphasis on Malaysian judicial approaches, by Ibrahim bin Ismail.
7. Good public governance in the UK – some legal aspects of life as a Muslim in Britain, by Shaheen Sardar Ali.
8. Living together in plural societies, by Dato' Dominic J. Puthucheary.
9. Good civil practices in plural societies, by Saif Ahmad.

10. The experiences of NGO's in promoting harmony in plural societies in East Malaysia, by Philip Raja.

Conference on Bio Industry: The Future of Malaysia

(25-26 March 2002: Kuala Lumpur)
S494.5 B563CBIF

Penganjur: ACCA Malaysia Sdn. Bhd., 27th Floor, Wisma Denmark, No.86 Jalan Ampang, 50450 Kuala Lumpur.

Vol. I

1. National biotechnology commercialization strategies, by Abdul Latif Ibrahim.
2. Industrial agriculture – Malaysia's comparative advantage, by Tan Sri Dato' Abdul Khalid Ibrahim.
3. Commercialising bio-based opportunities?, by Anas Ahmad Nasarudin, O. Abu Hassan and P. Mansor.
4. Raising venture capital in a difficult market: trends, challenges and pitfalls, by Nicholas C. Ashby.
5. Techno-business value building for shareholder wealth creation in the bio industry, by Wan Haslan Wan Hassan.
6. Food production for Malaysia during a collapsing world economy, by Mohd. Peter Davis and Makhdzir Mardan.
7. Prospects and opportunities in the food and agricultural industries, by Ahmad Zamzam Mohamed.
8. Environment and waste management – "privatisation of municipal solid waste management – Malaysian experience", by Mohamed Siraj Abdul Razack.

Vol. II

9. Herbal and non-timber forest resources, by Mohd. Ilham Adenan, Abdul Razak Mohd. Ali, Azizol Abdul Kadir and Abdul Razak Othman.
10. Pharmaceuticals and natural medicine, by Rajen M.]

11. Technology driven business opportunity: the case of the Omega-3 Formula designer eggs, by Tan Boon In.
12. Export opportunities in emerging markets, by Susila Devi.
13. Funds for agro bio industry, by Dato' Mohd. Rosli Abdul Aziz.
14. Funds for technical capacity building for SMEs, by Au Leck Chai.
15. Government grant for technology development, by Mariamah Daud.
16. Sabah agro-industrial precinct: a test-bed for the bio-valley concept in Sabah developing world-class agro-industry through science-industry smart partnership, by Farida Marican.
17. Venture capital of biotechnology: the real issues, by Mohd. Azwar Mahmud.
18. Creating a viable proposal for venture capital funding, by Sivapalan Vivekarajah.

International Conference on Lifelong Learning

(13-15 May 2002: Kuala Lumpur)
LC5209 ICLL

Penganjur: Asia-Europe Institute, University of Malaya, 50603 Kuala Lumpur

Vol. I

1. Changing mindsets: lifelong learning for all, by Ibrahim Ahmad Bajunid.
2. Lifelong learning in Asia and Europe: a comparative perspective, by John Field.
3. Meeting skills need: private sector perspective, by Dato' Mustafa Mansur.
4. Trade Union approaches to the promotion of lifelong learning in England 1992-2002, by Alastair Thomson.
5. Life-long learning for gender equality, by Wazir Jahan Karim.

6. Migrants and social exclusion: a European perspective, by Gajendra K. Verma.

Vol. II

7. Lifelong learning legal framework – with reference to accreditation of prior learning, by Teruyuki Fujita.
8. Lifelong learning from the learners' perspective: accreditation of prior learning and the Credit Bank System in Korea, by Moo Sub Kang.
9. E-education for APL, by Dato Vincent Lowe.
10. APL in Europe: non-formal and informal learning, by John Brown.
11. Mass education: the role of community learning centers, by Sheldon Shaeffer.
12. Citizenship, civil society and lifelong learning, by Peter Jarvis.
13. Mass education: the role of regional organizations, by Soekartawi.
14. Vocational training and access for all, by Maria-Edwige Rudowski.
15. Life long learning for veterans and social exclusion in Vietnam, by Tran Khanh Duc.
16. Building bridges for a more integrated approach, by Janos Toth.

17. The issue of integrated approaches in lifelong learning: comments on papers presented in the Kuala Lumpur Conference on Lifelong Learning, by Felix Librero.

Vol. III

18. Distance education – new initiatives in China, by Shir Ming Shen.
19. The local and global dimension of space in lifelong learning policies: the case of second chance schools, by Christos Doukas.
20. Mass education: the role of community learning centers, by Sheldon Shaeffer.

21. Funding of lifelong learning: Japanese experience, by Hiromi Sasai.
22. Funding of life long learning: the Italian experience, by Paolo Orefice and Paolo Federighi.
23. Opening pathways to lifelong and lifewide learning: the Philippine Nonformal Education Accreditation and Equivalency System, by Erlinda C. Pefianco.
24. Capacity building for active citizenry: a UK perspective, by Stella Dadzie.
25. Building bridges for a more integrated approach, by Janos Sz. Toth.

Seminar Kebangsaan Pendidikan Guru
(19-20 Mei 2002: Alor Setar)

Penganjur: Sekolah Sains Kognitif dan Pendidikan, Universiti Utara Malaysia, 06010 Sintok, Kedah Darul Aman

1. Job satisfaction and burnout among teachers: some policy implications, by Sufean Hussin and Abu Talib Puteh.
2. Cabaran profesionalisme keguruan dalam era k-ekonomi, oleh Abd. Rahim Abd. Rashid dan Abu Talib bin Puteh.

The Malaysian E-Government 2002 Conference
(1-2 July 2002: Kuala Lumpur)
T58.5 MEGC

Penganjur: Asian Strategic & Leadership Institute, Khazanah ASLI, 1718 Jalan Ledang, Off Jalan Duta, 50480 Kuala Lumpur

1. Keynote address, by Dato' Seri Abdullah Haji Ahmad Badawi.
2. E-Government's next generation: transformation the government enterprise through customer service, by Norm Hosken.
3. E-Japan and Fujitsu's solutions, by Makoto Aizawa.

4. Benchmarking for success: responding to the E-government challenge of 2020, by Datuk Muhammad Rais bin Abdul Karim.
5. E-government – the Hong Kong experience, by Stephen K.M. Lau.
6. Revolutionizing service delivery, by Dato' Syed Amin Aljeffri.
7. [Citizen participation and accessibility], by Dato' Hj. Talaat Hj. Husain.
8. Partnership approach to E-government, by Charles Mosca.
9. Multiple delivery channels for the E-government programme, by Anwardi Datuk Jamil.
10. Business opportunities in Malaysia's E-government projects?, by Jeff Ooi.

Seminar on Integrity in Business: the Way Forward

(20 March 2001: Kuala Lumpur)
HF5387 SIBWF

Penganjur: Badan Pencegah Rasuah, Ibu Pejabat Pencegah Rasuah, Blok D6 Parcel D, Pusat Pentadbiran Kerajaan Persekutuan Kerajaan, Peti Surat 6000, 62502 Putrajaya

1. The need for integrity in business, by Nik Ramlah Nik Mahmood.
2. The need for integrity in business, by Dato' Idrus bin Harun.
3. The need for integrity in business, by Dato' Ahmad Zaki Hj. Hussin.
4. Transparency and accountability within the business sector: the way we do our business, by Nicholas S. Zefferys.
5. Transparency and accountability within the business sector: the way we do our business, by Jose Lopez.
6. Transparency and accountability within the business sector: the way we do our business, by Tan Sri Dato' Dato' Zain Hashim.

Seminar "Pelaburan Beretika Menurut Islam: Satu Cabaran"

(13-14 Februari 2001: Kuala Lumpur)
BP173.75 SPBMISC

Penganjur: Institut Kefahaman Islam Malaysia, 2, Langgak Tunku, Off Jalan Duta, 50480 Kuala Lumpur

1. Falsafah pelaburan beretika mengikut Islam, oleh Nik Mustapha Hj. Nik Hassan.
2. Isu praktikal mengenai pelaburan saham, oleh Mohd. Salleh Majid.
3. Prinsip-prinsip shari'ah dalam pelaburan di pasaran modal Islam, oleh Mohd. Daud Bakar.
4. Isu-isu praktikal mengenai pelaburan – Takaful, oleh Kamaruddin Shariff.
5. Skim anuiti KWSP, oleh Roslan A. Ghaffar.
6. Isu praktikal mengenai pelaburan dalam indeks Islam, oleh Junaina Muhammad.
7. Isu praktikal mengenai pasaran derivatif, oleh Ahamed Kameel Mydin Meera.
8. Prestasi saham lulus – syarah di BSKL: satu kajian perbandingan, oleh Mazilan Musa.
9. Investments in unit trusts: performance of active and passive funds, by Shamsheer Mohamad.
10. Masalah implementasi dan kaedah untuk menggalakkan pelaburan beretika di Malaysia, oleh Barjoi bin Bardai.
11. Peranan Suruhanjaya Sekuriti: kearah mewujudkan suasana pelaburan yang lebih beretika, oleh Md. Nurdin Ngadimon.

International Seminar on Islamic Leadership

(19-20 June 2001: Kuala Lumpur)
BP190.5 L4ISIL

Penganjur: Akademi Pengajian Islam, Universiti Malaya, 50603 Kuala Lumpur

1. Akhlak, knowledge, wisdom, responsibilities and competence of Muslim leaders, by Mohd. Yusof Hussain.
2. The political participation of Maranao *Ulama* in Philippine politics, by Maulawi L. Calimba.
3. Muslim leadership: towards the establishment of an ideal Muslim leadership of the 21st century, by Ahmad Kazemi Moussavi.
4. Muslim leadership in contemporary Indonesia: challenges and opportunities, by Azyumardi Azra.
5. The five pillars and the necessity of leadership in Islam (Al-Arkan Al-Khamsa Wa-Darurat Al-Qiyada Fil-Islam), by Yasin Dutton.
6. The industrial leadership of Japan: an evaluation of the Islamic dimensions, by Osman Chuah Abdullah.

HAL EHWAL KAKITANGAN / STAFF MATTERS

Perlantikan Baru

Encik Abdul Rahman bin Mohd Radzi dan Encik Mohd Fadlie bin Ashaari telah melaporkan diri sebagai Pembantu Perpustakaan (S17) (Kontrak) pada 5 Februari 2003.

Persaraan

Encik Poovan a/l Poovan (Pembantu Perpustakaan S17) telah bersara pada 9 Januari 2003.

Encik Othman bin Jamil (Pembantu Perpustakaan S17) telah bersara pada 19 April 2003.

Puan Rokiah binti Ahmad (Pembantu Tadbir (Perkeranian/Operasi) (N17) telah bersara atas pilihan sendiri pada 1 Mei 2003.

Encik Husin bin Leman (Pembantu Tadbir (Perkeranian/Operasi) (N22) telah bersara pada 4 Jun 2003.

Puan Rashidan Hakkam (Pustakawan S48) telah bersara pada 20 Jun 2003.

Tamat Kontrak

Cik Haniza binti Haril dan Puan Norazira binti Osman (Pembantu Tadbir Rendah N11) telah tamat kontraknya pada 13 Januari 2003.

Meninggal Dunia

Allahyarhamah Siti Zainon binti Ismail Effendi (Pembantu Tadbir Rendah) (N11) telah meninggal dunia pada 26 Januari 2003.

Kursus/Persidangan/Seminar/Mesyuarat

Puan Che Puteh binti Ismail, Puan Hamsiah binti Mohamad Zahari, Puan Mary Grace a/p Selvanigaham, Puan Mukhtiar Kaur a/p Harbant Singh, Puan Nor Ima binti Mohamed Kahar, Puan Noriyah binti Md. Nor, Tunku Noraidah Tuanku Abdul Rahman dan Puan Zuraidah binti Ibrahim telah menghadiri Bengkel Penggredan Semula Jawatan pada 17 - 18 Februari 2003 di

Block D, Perdana Siswa, Universiti Malaya anjuran Bahagian Sumber Manusia.

Encik Daeng Affendi bin Jamaluddin telah menghadiri Kursus Human Relation and Interpersonal Skill's pada 27 - 28 Februari 2003 di Shah's Village Hotel, Petaling Jaya anjuran Bahagian Sumber Manusia.

Cik Zaini binti Abdul Wahab dan Encik Zakaria bin Alang Kasim telah menghadiri Kursus Perkhidmatan Pelanggan Berkualiti pada 6 - 7 Mac 2003 di Shah's Village Hotel, Petaling Jaya anjuran Bahagian Sumber Manusia.

Puan Che Puteh binti Ismail, Puan Kiran Kaur a/p Gurmit Singh dan Cik Pauziaah binti Mohamad telah menghadiri Bengkel Persediaan Audit Dalam Bil. 2/2003 Universiti Malaya pada 11 - 14 Mac 2003 di The Pan Pacific Hotel, Pulau Pangkor, Perak Darul Ridzuan anjuran Universiti Malaya.

Puan Rita binti A. Hamid @ Mohd. Amin, Puan Vanisry a/p NOKARAJU dan Encik Zohri bin Aziz telah menghadiri Kursus "Better Ways of Speaking English" pada 13 - 14 Mac 2003 dan Encik Amir Nazim bin Yahya, Cik Kohila a/p Batumalay, Encik Mohd Radi bin Mustapha, Puan Poziyah binti Taha dan Encik Ranjit Kumar a/l C. Suyambugani pada 24 - 25 Mac 2003 di Hotel Singgahsana, Petaling Jaya anjuran Bahagian Sumber Manusia.

Puan Fatimah binti Mustaffa dan Puan Normah binti Mat Esa telah menghadiri Kursus Komputer pada 24 Mac 2003 di Clinical Pathway and Training Modules in Healthcare anjuran Comat Training Services Sdn. Bhd.

Encik Parisamy a/l Kulapiri telah menghadiri Kursus Sehari untuk Ahli Exco pada 30 Mac 2003 di Hotel Federal, Kuala Lumpur anjuran Kesatuan Kakitangan Am Universiti Malaya (KKAUM).

Puan Normadiyah binti Hj. Mahmud telah menghadiri Program Nur Bestari pada 31 Mac hingga 2 April 2003 di The City Bayview Hotel, Pulau Langkawi anjuran Jabatan Pembangunan Wanita (JPW), Kementerian Pembangunan Wanita dan Keluarga (KPWK).

Puan Faizah binti Abd. Rahim dan Puan Vanisry a/p Nokaraju telah menghadiri Kursus Kepimpinan Asas pada 5 - 7 April 2003 di Hotel Seaview , Kedah Darul Aman anjuran Kesatuan Kakitangan Am Universiti Malaya (KKAUM).

Encik Muhamad Faizal bin Abd. Aziz telah menghadiri Kursus Laman Web pada 7 - 10 April 2003 di Institut Tadbiran Awam Negara (INTAN), Kampus Wilayah Tengah (INTENGAH) anjuran Institut Tadbiran Awam Negara (INTAN).

Encik Jamil bin Pin dan Encik Mohd Syahedan bin Patikhan telah menghadiri Kursus Mengawet dan Menjilid Dokumen & Buku, Sesi Pertama pada 7 hingga 18 April 2003 di Arkib Negara Malaysia anjuran Arkib Negara Malaysia.

Puan Maznah binti Mohd Yunus, Puan Zoreena binti Haron, Puan Rosmina binti Adam dan Puan Rafiati binti Safiee telah menghadiri Kursus Pengurusan Rekod dan Fail Sistem pada 23 - 24 April 2003 di Hotel Singgahsana, Petaling Jaya anjuran Bahagian Sumber Manusia.

Encik Haslan bin Tamjehi, Puan Juhaida binti Abd. Rahim, Encik Mohd Jalaludin bin Musa, Puan Ratnawati Sari binti Mohd Amin, Puan Siti Juryiah binti Mohd Khalid dan Cik Zahril Shahida binti Ahmad telah menghadiri Bengkel GXEX di Makmal D, Bahagian Penyelidikan & Perkhidmatan Akademik pada 25 - 29 April 2003 anjuran Bahagian Penyelidikan & Perkhidmatan Akademik, Perpustakaan.

Encik Mat Isa bin Sulaiman dan Puan Rafiati binti Safiee telah menghadiri Kursus Inventori Berkomputer pada 28 - 29 April 2003 di Pusat Teknologi Maklumat, Universiti Malaya anjuran Bahagian Sumber Manusia.

Puan Normala binti M. Shamsudin telah menghadiri Kursus Prosedur/Tatacara Kewangan pada 26 - 29 Mei 2003 di Institut Tadbiran Awam Negara (INTAN), Kampus Wilayah Tengah (INTENGAH) anjuran Institut Tadbiran Awam Negara (INTAN).

Encik Amir Hamzah bin Alias, Encik Azrizal bin Ismail, Puan Juhaida binti Abd Rahim, Encik Mohammed Zaki bin Abdul Rahman, Puan Noraslinda binti Hj. Sanusi, Puan Siti Juryiah binti Mohd Khalid dan Puan Zanaria binti Saupi Udin

telah menghadiri Kursus Induksi Kumpulan Pengurusan & Pengurusan dan Kumpulan Gred 27 & 29 (Kumpulan 1) Fasa 2 Siri 1/2003 pada 5 -10 Mei 2003, 12 -13 Mei 2003, 16 Mei 2003, 19 Mei 2003 dan 24 Mei 2003 di Hotel Singgahsana, Petaling Jaya anjuran Bahagian Sumber Manusia.

Encik Haslan bin Tamjehi, Puan Sabariah binti Basir dan Cik Zahril Shahida binti Ahmad telah mengikuti Kursus Induksi Fasa 1 pada 22-25 Mei 2003 di Air Keroh D'Village, Melaka anjuran Bahagian Sumber Manusia.

Puan Janaki a/p Sinnasamy dan Puan Maziah binti Salleh telah mengikuti Kursus "Coaching and Counselling" (Bimbingan dan Kaunseling) pada 27-28 Mei 2003 di Hotel Singgahsana, Petaling Jaya anjuran Bahagian Sumber Manusia.

Encik Halim bin Majid telah mengikuti Kursus Induksi Fasa 1 pada 29 Mei -1 Jun 2003 di Hotel Sri Malaysia, Bagan Lalang, Sepang anjuran Bahagian Sumber Manusia.

Puan Nor Ima binti Mohamed Kahar telah mengikuti Kursus "Using Multimedia As Tool For Presentations" pada 3 Jun 2003 di Pusat Teknologi Maklumat, Universiti Malaya anjuran Bahagian Sumber Manusia.

Puan Kiran Kaur a/p Gurmit Singh telah mengikuti "Statistic Workshop for LIS Professionals" pada 3 - 5 Jun 2003 di Perpustakaan Negara Malaysia anjuran Persatuan Pustakawan Malaysia.

Encik Mohd Zailan bin Endin dan Encik Mohamed Rahim bin Abd. Rahman telah mengikuti Kursus Pengurusan dan Kesihatan Pekerjaan pada 4-5 Jun 2003 di Shah's Village Hotel, Petaling Jaya anjuran Bahagian Sumber Manusia.